Contact Center as a Service

Transforming Businesses Through Technology

MNJ TECHNOLOGIES

Contact Center as a Service (CCaaS) is a cloud-based, provider-hosted software infrastructure that gives businesses access to the provider's Contact Center solution. CCaaS enables more personalized customer experiences, offers real-time omni-channel communication, and improves agent management and efficiency.

MNJ provides expert guidance in assisting customers with the understanding, evaluation, and selection of the best service(s) to meet your business needs, regardless of size or vertical.

MNJ CCaaS Practice

MNJ's team has relationships with over a dozen CCaaS providers, creating a stress-free vendor-agnostic environment. Solutions include:
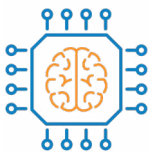
Traditional Call Center
Inbound and/or outbound solutions including ACD, IVR, call routing, dialers, and associated analytics and metrics.

Omni-Channel Contact Center
An approach to sales, marketing, and customer support that seeks to provide customers with a seamless unified brand experience, regardless of which channel they use.

AI-Driven Solutions
Contact Center Artificial Intelligence (CCAI) automates simple interactions, enabling agents to solve issues quickly. It bundles speech-to-text (and text-to-speech) capabilities and a natural language library to give agents and contact centers a helpful advantage when it comes to serving customers.

Integrations
Bring together all your existing tools to manage an agile contact center or call center. The right integrations will automatically log calls to your Customer Relationship Management (CRM) platform.

✓ **DEPLOY NEW SOLUTIONS FASTER**

✓ **REDUCE COSTS**

✓ **ENABLE GREATER SCALABILITY**

✓ **FOCUS MORE RESOURCES ON YOUR CORE BUSINESS**

✓ **INCREASE BUSINESS TRANSFORMATION VELOCITY**

✓ **IMPROVE SECURITY**

Benefits of MNJ's
CCaaS Practice

✓ Improved Customer Satisfaction

Customers' problems are resolved faster and more efficiently with thoughtful self-service options and multiple communication channels—phone, video, email, and chat.

Customers can engage with an automated chat bot to help buy services, cancel orders, manage account information, and resolve routine problems.

A CRM tool helps agents provide a personalized customer experience to drive repeat business.

✓ Reduced IT Expenses

Your IT expenses are reduced when Contact Center tools are hosted and managed in the cloud. Funds and IT staff are freed for other projects. CCaaS also simplifies your monthly IT expenses by consolidating your communication bills into a single monthly payment.

✓ Better Customer Insights

CCaaS analytical tools collect customer data that provides meaningful insights. You can analyze past customer interactions to help predict future behavior and give your business a competitive advantage.

ENABLE PERSONALIZED CUSTOMER EXPERIENCES

Improve customer and employee satisfaction, enhance communication, receive meaningful analytics, and reduce IT expenses with MNJ's CCaaS solution.

About MNJ

MNJ is a leading Digital Transformation and IT Solutions Provider. We'll keep you ahead of the curve with our proven practice areas, focus on customer success, and extensive partner ecosystem.

Experience & Expertise

- 50+ Alliance Software Engineers
- 200+ Alliance Data Centers
- 21 years average experience for MNJ engineers

Consistent Execution

- 20+ years in business
- 12 years average customer tenure
- 10,000+ satisfied customers

Company Culture

We are a woman-owned, family-centered business and give our team and customers the same respect. We're friendly, passionate, and committed to excellence.

Are you ready to elevate your business? Reach out to one of our specialists at **solutions@mnjtech.com** to learn more about MNJ's Contact Center as a Service solution.

MNJTECH.COM | 800.870.4340

MNJ TECHNOLOGIES