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Business Systems Integrations

Integrate your systems.
Build your CX ecosystem your way.

Systems and processes to support every engagement

Your organisation continues to become more complex as it evolves to keep pace with changing customer interactions. As you continue to build your customer experience (CX) ecosystem, you need to extract maximum value from your existing systems. At the same time you need to minimise the complexity that your teams face to free them to focus on more important matters.

Over time, processes and systems can create silos, introducing friction into internal and external engagements.

To translate your CX ambitions into reality, your engagements need to rely on an optimised integration into your existing systems and processes. It's about simplifying access to information and sharing data across multiple systems to support more effective CX interactions.

Native integration with business systems

Liberty Converse is an omnichannel contact centre management solution that natively integrates with several third-party business systems, including Microsoft Teams and Dynamics. Plus, Converse supports an open API, enabling you to develop custom connectors to your systems.

When you combine Converse with our other intelligent automation tools, Liberty Create and Liberty RPA, you can further integrate your back-office processes and systems. You can create whole new channels and offerings to keep pace with your customers' expectations.

Benefits at a glance:

- Connect back office systems into your digital CX efforts
- Enable more effective automated self-services
- Reduce the friction between customer requests and your internal systems
- Innovate to keep pace with customer expectations

- Close the gap between customer requests and your back-end systems data with chatbot automation
- Increase the intelligence and personalisation of your engagement self-service
- Place services and support directly at your customers' fingertips

- Enrich the depth and breadth of customer knowledge
- Place services and support directly at your customers' fingertips
- Improve customer outcomes by providing agents with better context

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## Integrations at a glance:

Microsoft Teams	Liberty RPA	Citizen Hub
Microsoft Dynamics	Open Web services	Patient Hub
Liberty Create interface	ContactPortal	Notify
Liberty Connect		

The Liberty Advantage

Exceed your CX ambitions

Once you deploy Liberty Converse, opportunities through conversational messaging and automated self-services in Liberty Connect, and intelligent automation in Liberty Create and Liberty RPA.

You can transform your omnichannel engagement and digital process infrastructure with minimal risk by automating processes quickly and easily to further reduce the friction between your processes and customer expectations.
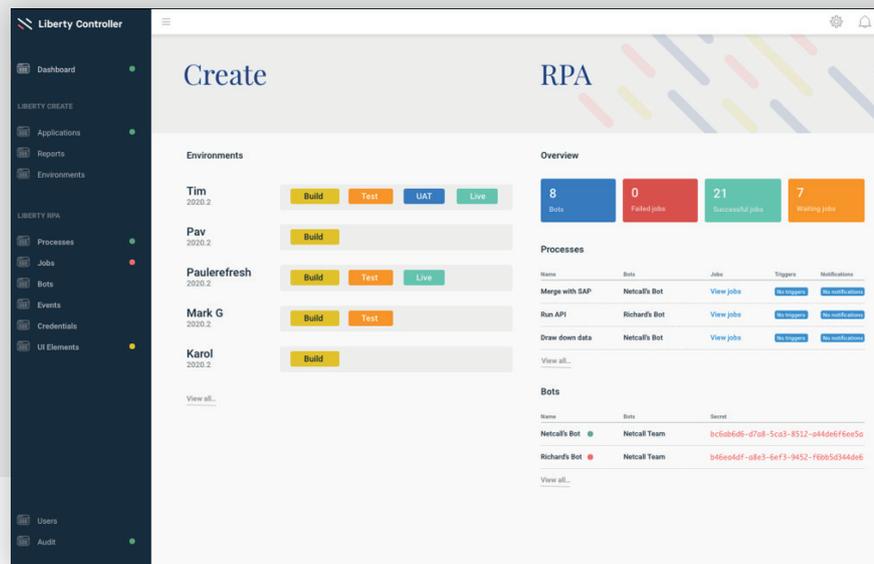
Talk to us.

Contact us today for a demo visit
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Or call us on 0330 333 6100 and say
"Transforming Engagement"

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