

OMNICHANNEL CAPTURE PLATFORM

OCP



ONE SOLUTION FOR ALL CHANNELS AND FORMATS  
**INTELLIGENT. AUTOMATE. MAILROOM.**

# DIGITAL INTERACTIONS PROCESSED AUTOMATICALLY

Every day your organization's CUSTOMER INTERACTION MANAGEMENT process, sorts and dispatches incoming inquiries to back office systems (CRM, ERP).

- Letters, Email and Faxes
- Forms, Delivery Notes and Invoices
- Receipts, Prescriptions and Contracts

This process is inefficient and expensive.

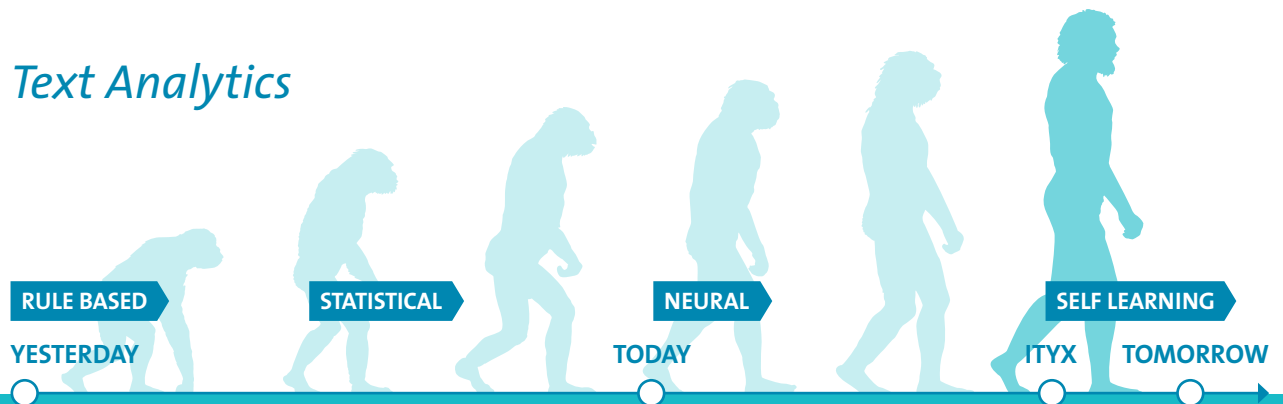


*Better: Leverage AI Software from ITyX.*

*Automate inbound correspondence ...*

*Precisely automated.*

*Text Analytics*

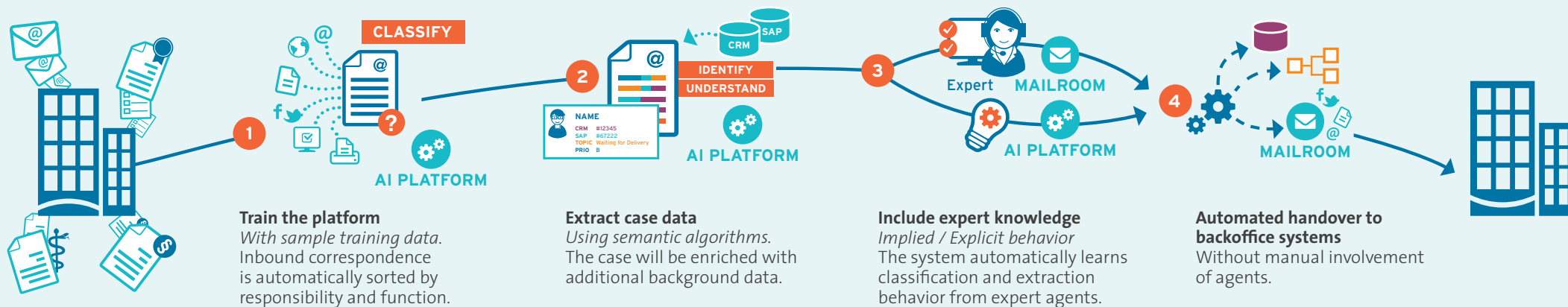


## THE PROBLEM:

- Different formats, structures and content
- Manual effort to read, sort, respond
- Application silos prevent IT interoperability

# DIGITAL INTERACTIONS PROCESSED AUTOMATICALLY

AI automates routine cases and creates added value data sets.



## TOUCH POINTS

- Paper
- Email
- Web
- Messaging
- Phone&Apps
- Form
- Social Media

## SOLUTIONS

- 3,4** MAILROOM
- RESPONSE
- SELF SERVICE
- CHAT
- KNOWLEDGE
- DISCOVER
- MOBILE
- VOICE

## AI PLATFORM



## THE SOLUTION:

- *Self-Learning Artificial Intelligence knowledge base*
- *Analyze, understand and prioritize all inbound correspondence*
- *Hand over case data to back office systems automatically*



## THE RESULT:

- *A sustainable top-edge solution for digital interactions*
- *No media breaks or application silos*
- *Seamless integration with existing IT Infrastructure*

# RAISE EFFICIENCY. REDUCE COSTS. WHAT YOU CAN EXPECT:

## ✓ REDUCE COSTS

### 30%

EFFECTIVE COST REDUCTION  
IN THE FIRST YEAR

*(int. Electronics company)*



### 97%

AUTOMATED CUSTOMER  
IDENTIFICATION AND DATA ENRICHMENT

*(Utility Company)*



## ✓ TIME SAVINGS

### 90%

REDUCTION OF AHT  
PER SERVICE INQUIRY

*(Insurance company)*



### 40%

AUTOMATICALLY  
RESOLVED CASES

*(Online Bank)*



## ✓ EFFICIENCY ENHANCEMENT

### 25%

AUTOMATED ANSWERING  
OF CUSTOMER REQUESTS

*(Insurance Company)*



*Test now!*



## Complimentary Benchmark

Let's find out what optimization potential lies in your customer interactions.  
Want to know more?

→ [www.ityxsolutions.com/benchmark-ocp](http://www.ityxsolutions.com/benchmark-ocp)

# YOUR EXPERT IN AI BASED OMNICHANNEL CAPTURE SOLUTIONS

## Facts



**200**  
INSTALLATIONS



**420 MM** P.A.  
DOCUMENTS | INVOICES | LETTERS



**10**  
TOP GLOBAL 150



**120 MM** P.A.  
EMAILS | SECURE-MAILS | SOCIAL MEDIA



**19**  
LANGUAGES



**35 MM** P.A.  
FAQ | KNOWLEDGE | APP



**24**  
COUNTRIES



**2.3 MM** P.A.  
CHAT | CO-BROWSE | VIDEO/IP

## Customers

**TECHNOLOGY** Samsung, Infineon Technologies  
**TRADE** IKEA, Conrad Electronic, Haufe-Lexware  
**INSURANCE** Allianz, DEVK, HUK24, HUK-Coburg, Central Insurance, Generali  
**FINANCE** Commerz Direct Service, UniCredit Direct Services, Commerz Finanz, Pluscard  
**ENERGY** badenova, eprimo, rhenag, RWE  
**TELECOMMUNICATION** simyo, Sky  
**LOGISTIC & TRAVEL** Air Berlin  
**BPO & CONTACT CENTER** Bosch Communication Center, MS Direct AG

## Success Stories

CAN BE FOUND ON [WWW.ITYXSOLUTIONS.COM](http://WWW.ITYXSOLUTIONS.COM)

Which ITyX module do you want to start with?

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