



Core IT Modernization

Voice Accelerator for Contact Centers



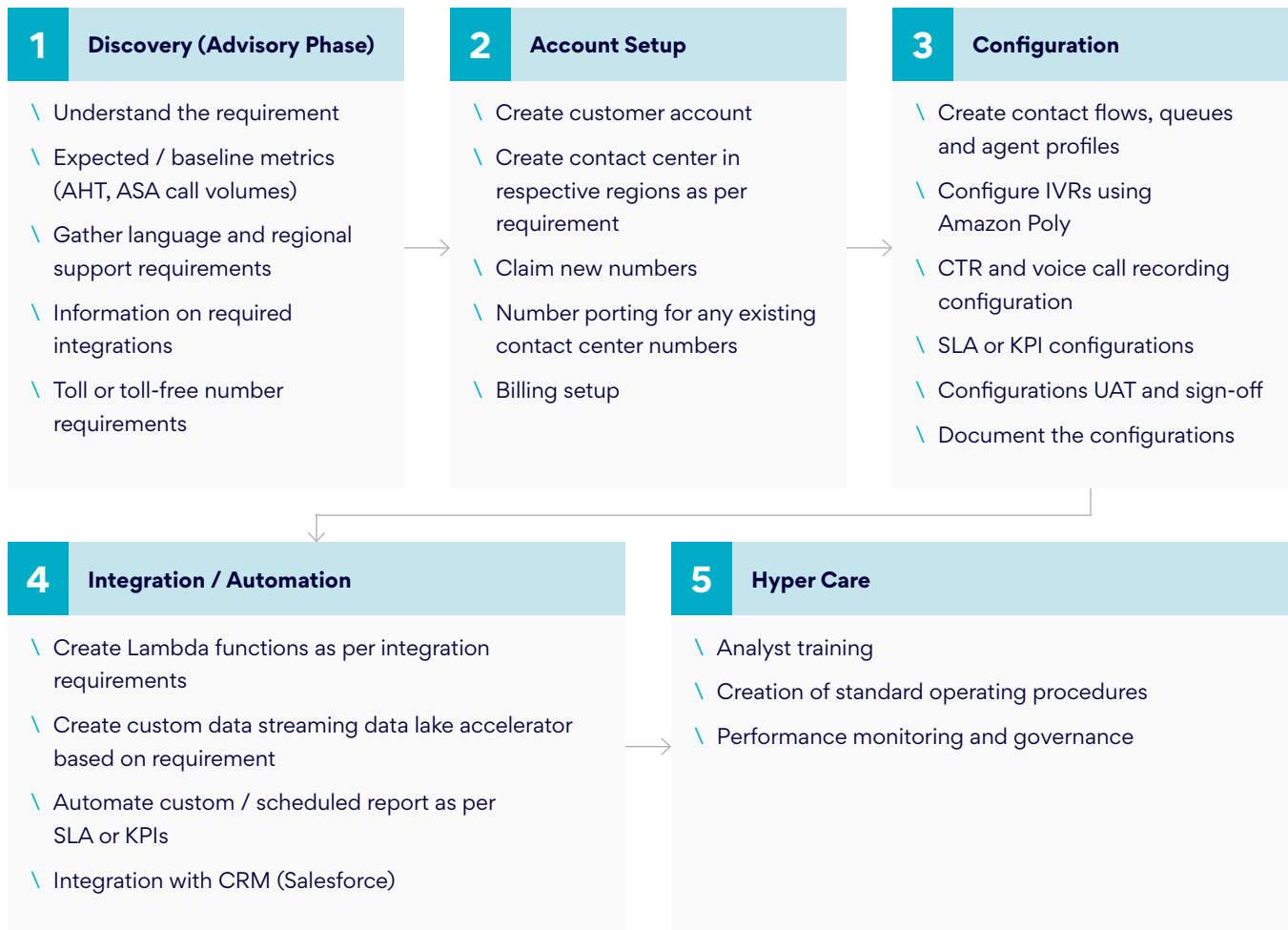
Contact centers form the heart of your business, working hard to solve critical problems and enhance customer experience with each interaction. In fact, it has become more important than ever for companies to deliver superior customer experiences to ensure customer retention. However, traditional call center IVR accelerators are not equipped to respond to customer issues rapidly or handle sudden surges in call volumes. They tend to be very expensive and require extensive hardware management. Moreover, the deployment time for traditional call center IVR systems ranges anywhere from 4 to 6 months. They are hard to customize and provide limited integration with CRM systems, resulting in an inability to provide personalized and dynamic customer engagement.

Persistent's Voice Accelerator

Persistent helps you deploy a cloud-based contact center using Amazon Connect in as little as 3 weeks. With Persistent's voice accelerator for contact centers, you do not need any supporting systems and software. It provides the ease of usage-based billing, helping

companies reduce costs. Its neural language based IVR and virtual agents let you deliver seamless customer engagement across channels. The accelerator integrates effortlessly with multiple CRM systems, to help you provide personalized experiences.

How it Works



Supercharge your customer experiences with a cloud-based contact center.

[Request Demo](#)

About Persistent

We are a trusted Digital Engineering and Enterprise Modernization partner, combining deep technical expertise and industry experience to help our clients anticipate what's next. Our offerings and proven solutions create a unique competitive advantage for our clients by giving them the power to see beyond and rise above. We work with many industry-leading organizations world-wide including 14 of the 30 most innovative US companies, 80% of the largest banks in the US and India, and numerous innovators across the healthcare ecosystem. Our company fosters a values-driven and people-centric work environment. Our strength of over 22,500+ employees is spread over 18 different countries across the globe.

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