



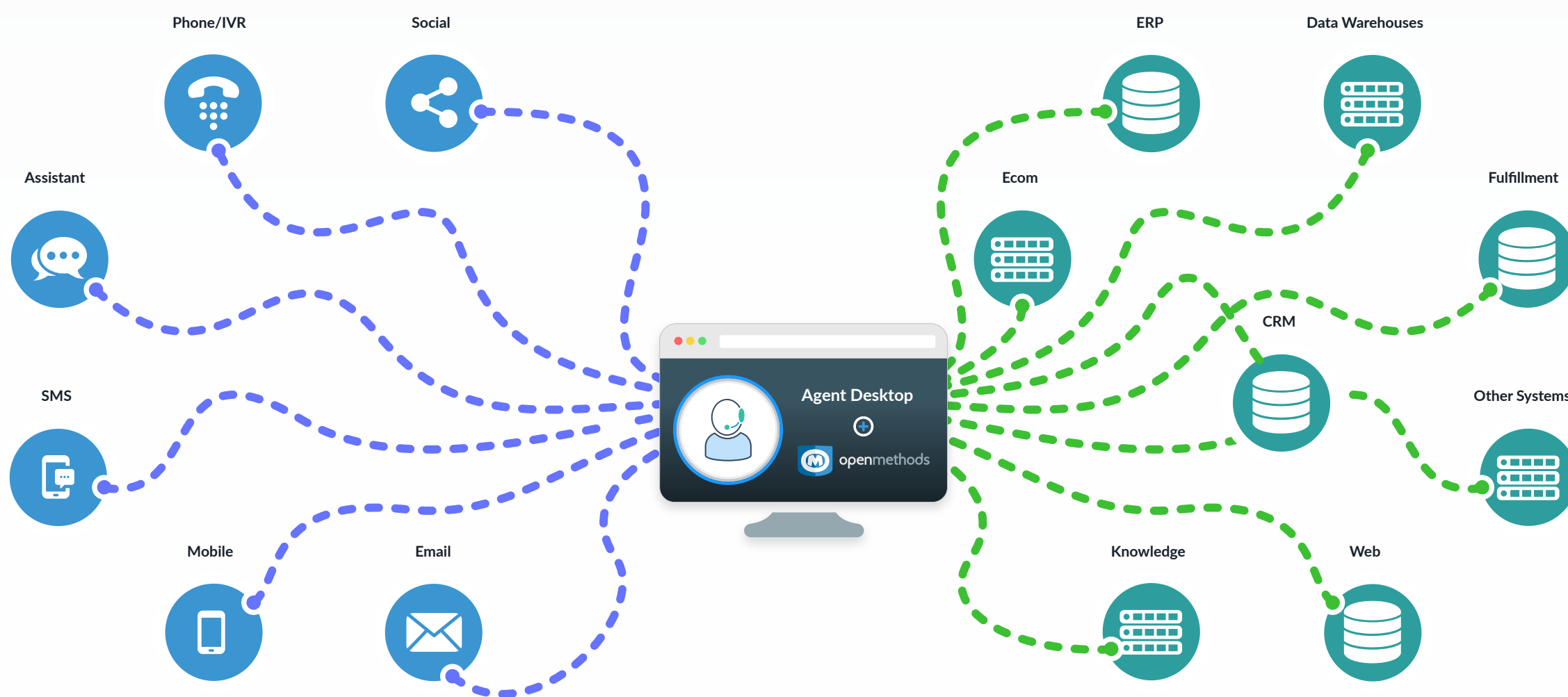
Making Customer Interactions Easy

Centralize, Streamline, & Secure Customer Interactions
and Business Processes.

Delivering on the Promise of CX

Customers expect to interact with a brand in multiple channels - email, text, chat, mobile, socials, and phone. As interaction channels increase, so do the silos within the contact center. And not only is communication occurring in multiple channels, you are also pulling customer data from multiple platforms like the IVR, knowledge base, incident management platform, and CRM. It used to be impossible to manage disparate interaction channels and data points to create seamless customer interactions.

OpenMethods Experience Cloud integrates seamlessly into your technology stack to unify your communication channels into a universal composite queue, and transform customer data into contextual interactions.



Use your existing telephony platform to route all of your interaction channels into a single embedded desktop.

- View all interactions in a universal composite queue
- Omnichannel for your agent desktop
- Works with your existing ACD platform



Automate thousands of workflows and processes with a drag-and-drop developer.

- Personalized interactions for every customer
- Streamlined and repeat-free customer journey
- Low code implementation for citizen developers