# Aumtech

Transforming Digital Self-Service Through Innovative Voice, Mobile and Analytics Solutions

Customer engagement is rapidly changing. Organizations must leverage the latest digital self-service technology to deliver customer interactions with exceptional quality. Interaction channels must be an ideal blend of human and digital self-service to create long term customer loyalty. Aumtech is reshaping and transforming digital self-service to help organizations proactively interact with customers and prospects across an ever increasing range of methods with a host of self-service solutions. Post interaction analytics on customer data and behavior can help businesses make better and more informed decisions. Aumtech is a provider of innovative voice, video, mobile and analytics solutions for mid-to-large businesses and call centers. Our mission is to help companies lower their overall costs, improve CSAT and help your business be more operationally efficient by delivering the most affordable, reliable and secure solutions.
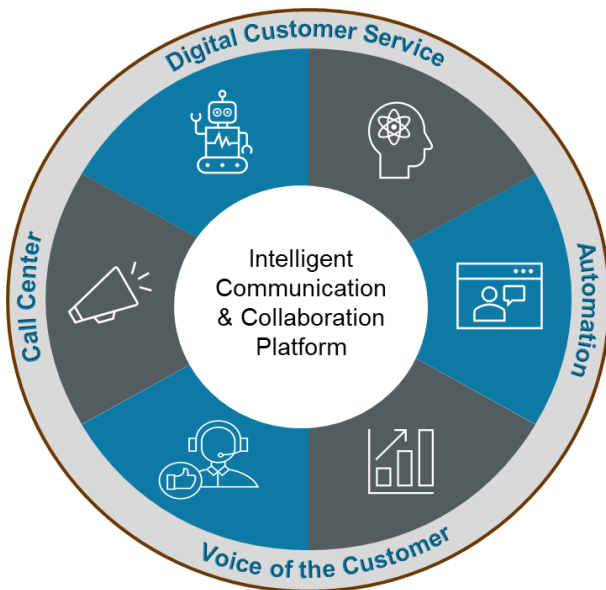
INTELLIGENT COMMUNICATIONS AND COLLABORATION PLATFORM

- Conversational AI
- Intelligent Virtual Agent
- Voice and Video Communications/Screen Share
- Speech Analytics
- Outbound Notifications
- Virtual Hold/Call Back
- Voice of the Customer Surveys
- Inbound & outbound voice communications

Self-service technologies can positively impact your business value. Assist large numbers of customers and users simultaneously to dramatically reduce cost and only escalating to a live human agent when it is critical. The right blend of Aumtech self-service solutions implemented in the right way can empower companies to better serve each customer in their channel of choice while gaining deeper insights to enrich the customers experience.

EXCEPTIONAL CUSTOMER EXPERIENCE VIA SELF-SERVICE

- Simple, easy and fast method to pay bills
- Fast mobile dispatch of tow truck to drivers in need with more accurate vehicle locator via GPS
- Securely verify and authenticate callers with self-service voice and mobile applications
- Accurate routing of caller to proper knowledge worker for reduced handle times
- Immediate access to order status and shipping information to increase first call resolution

THE AUMTECH ADVANTAGE!

- Improved customer satisfaction levels
- Increased agent productivity
- Increase first call resolution
- Build greater long term customer loyalty
- Decrease average handle time and overall cost
- Product and process improvement
- Greater success in sales and marketing campaigns
- Disruptive pricing models based on usage

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Visit **www.aumtech.com** to obtain more information today!
Call Aumtech at **732-254-1875** or email us at sales@aumtech.com.