AMEYO

Interactions
Simplified

CRAFTING A NEW WORLD OF CUSTOMER ENGAGEMENT

Discover the Customer Experience Revolution with Ameyo

Ameyo Receives Honorable Mention in "2015 Gartner Magic Quadrant 2015 for Contact Center Infrastructure

Interactions Simplified

Contact center softwares are on course to transform into Customer Engagement Hubs owing to the customer experience (CX) revolution that has changed the way business communicates. Customer Engagement hubs deliver True Omnichannel Experience across multiple touch-points, channels, and interactions taking a 360 degree view of customers. To deliver optimal customer experience, businesses are now nurturing customers throughout the journey.

Ameyo Platform - Meet the New Generation Call Center Software

Businesses today are stressing on strategies to define the customer experience delivered. More and more automation and control of processes is becoming the need of the hour. Business efficiency via technology and process innovation has prompted enterprises to adopt various existing tools. We define Ameyo as an advanced automation software which helps businesses across various domains to manage their customer interactions.

Drive Down Operational Costs
A large percentage of calls for customer service are repetitive in nature. Ameyo customer service software ensures high quality service with minimal installation, maintenance and expansion costs.

Real-time Monitoring and Reporting
Ameyo provides complete web-monitoring and reporting controls that help you manage your operations effectively. This ultimately helps to reduce training and hiring costs and gives flexibility in management of the workforce.

Transform your Cost Center into a "Profit Center"
Ameyo provides upselling and cross selling opportunities to agents by enhancing customer experience through intelligent routing capabilities; routing interactions to the agents with the right skills.

AMEYO is an all-in-one communication suite for Contact Centers and Enterprises offering next-generation information and communications management capabilities. The SOA and MDA-based platform allows easy creation of new capabilities for communications-centric enterprises as they grow with respect to their process and workflow requirements.

Features

Ameyo's suite of integrated contact center applications and features are orchestrated to build customer engagement throughout customer journey.

Self Service

Deploy Self-Service Applications (IVR) to Optimize Operational Efficiency and Enhance Customer Experience

Intelligent Routing

Deliver Exemplary Customer Experience while Driving Operational Efficiency with Ameyo Intelligent Routing

Proactive Outbound

Maximize Customer Value and Business Profitability with Proactive Outbound Communications

Agent Desktop Tools

Enhancing Agent Experience to ensure better Customer Experience

Workforce Management

Serve Customers Better by Optimizing your Team's Performance

HelpDesk and CRM

Create Long-lasting Relationships with your Customers

Reporting and Analytics

Tune Customer and Employee Experience by Gaining Actionable Insights on Contact Center Performance

Integrations and Developer Tools

Design and Re-engineer Business Rules, Routing Strategies and Interaction Workflows

Omni Channel Capabilities

Businesses today are stressing on strategies to define the customer experience delivered

Ameyo Synthesizer

Design and Re-engineer Business Rules, Routing Strategies and Interaction Workflows

Voice Enhancement

Ensures Uninterrupted and Flawless Customer Interactions for a Smoother Customer Experiences

Affluent Relationship Manager

Nurture Premium relationships with Affluent Customers

Architecture

AMEYO's architecture purpose - A future proof scalable solution which meets next-generation enterprise automation needs in the domain of CIM. Overwriting the multi-boxed approach of legacy contact center technology, AMEYO powers customer interactions for both contact centers and enterprises with intelligence, scalability and cost effectiveness.

Intelligent

- SDK for application development and not only IVR or call flow customizations
- Advanced real-time analytics in dashboards or wallboards
- Multi-level privileged based calling / event handling capability
- Plugin based algorithms and implementations
- MDA generated APIs and interfaces
- Cradle-to-grave reports

Reliable

- Auto-failover support
- Load-balancing with N+1 as well as N+N components, both kinds of deployment are in one setup
- Application robustness guaranteed by AMEYO labs with automated test beds
- Detailed benchmarking of individual components before general availability
- Remote NOC and automated maintenance on-demand

Future Ready

- Based on SOA, its technology can keep on upgrading as per future trends and advancements
- Highly scalable (distributed architecture)
- Setup flexibility (centralized, distributed or hybrid setups) as per growing business needs

Cost Effective

- No proprietary hardware, utilizes industry standard server machines
- Low Total Cost of Ownership (TCO)
- Gives choice to use proven open-source components including OS and DB
- Open standards and APIs
- Detailed component wise flexible pricing
- Development tools enable changes at fraction of prices than conventional methods
- Ease of use, Quick maintenance and implementation

AMEYO | Interactions Simplified

CRM Integration

Ameyo provide out of the box integration with leading CRM solutions that delivers real-time connectivity and reduce the time to value your CRM investment. Companies can improve contact management and enable full functionality in their desktop. Ameyo extends the power of customer experience through integrations with industry leaders such as Salesforce, Sugar, Freshdesk, Microsoft Dynamics, Talisma, Zendesk, and Oracle Siebel.

Awards & Recognition

Ameyo's awards and the company's long list of accomplishments, including Business and technology awards.

Partial Clientele in Middle East

AMEYO

ABOUT AMEYO

Ameyo is the market leader in Omnichannel Customer Experience (CX) and Contact Center Technology in cloud and on-premise. We help brands of all sizes make exemplary customer experience. The Ameyo Customer Experience Platform powers optimal customer journeys consistently across all touchpoints, channels, and interactions to nurture customer retention and advocacy. Ameyo is trusted by over 1,600 customers in 40 countries orchestrating more than 1 billion interactions each day.

GET IN TOUCH :

📞 +971 55 107 3369 ✉ aysha@klustergulf.com ⊗ www.Ameyo.com