



Nexios Omni-Channel Contact Center Platform



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About us



Spinoff in 2019, Zagreb HQ (HR), with **no external investments**



Combined of **engineers who worked for** or within major Croatian/Slovenian telco companies (Optima Telekom, Iskon) (Amis, VipNET/A1) since 2000



Focused on **cloud services, communication platforms, system integration, IT and ICT portfolio**



Perfecting skills in various projects such as contact centers and unified messaging platforms including custom-based development, consulting, product and project management



ISO/IEC 27001 : 2013

ISO/IEC 27017 : 2015

ISO/IEC 27018 : 2019

About Nexios



Web Based

Comprehensive **browser-based** communication platform which requires no additional hardware/software or local maintenance.



Advanced Solutions

Advanced platform functionalities and possibility of usage throughout the whole organization – **not limited to contact centers.**



Any Location

Agents **can be located anywhere**, they only need an internet connection, computer and a headset.



Tailor-Made

Complete **in-house solution** w/ different setup options (cloud or on-premise), **tailor-made development** based on clients requirements.

Nexios is a browser-based omni-channel communication platform that includes a full-featured contact center with various communication channels (voice, video, chat, mail, sms, viber, etc.) and a wide range of features (e.g. queueing, campaigns and campaign management, interaction recording, chatbot, etc.) that can be managed with built-in self-care web interface.

Certifications

Nexios conforms with the following certificates:



Learn More



ISO/IEC 27001 : 2013

ISO/IEC 27017 : 2015

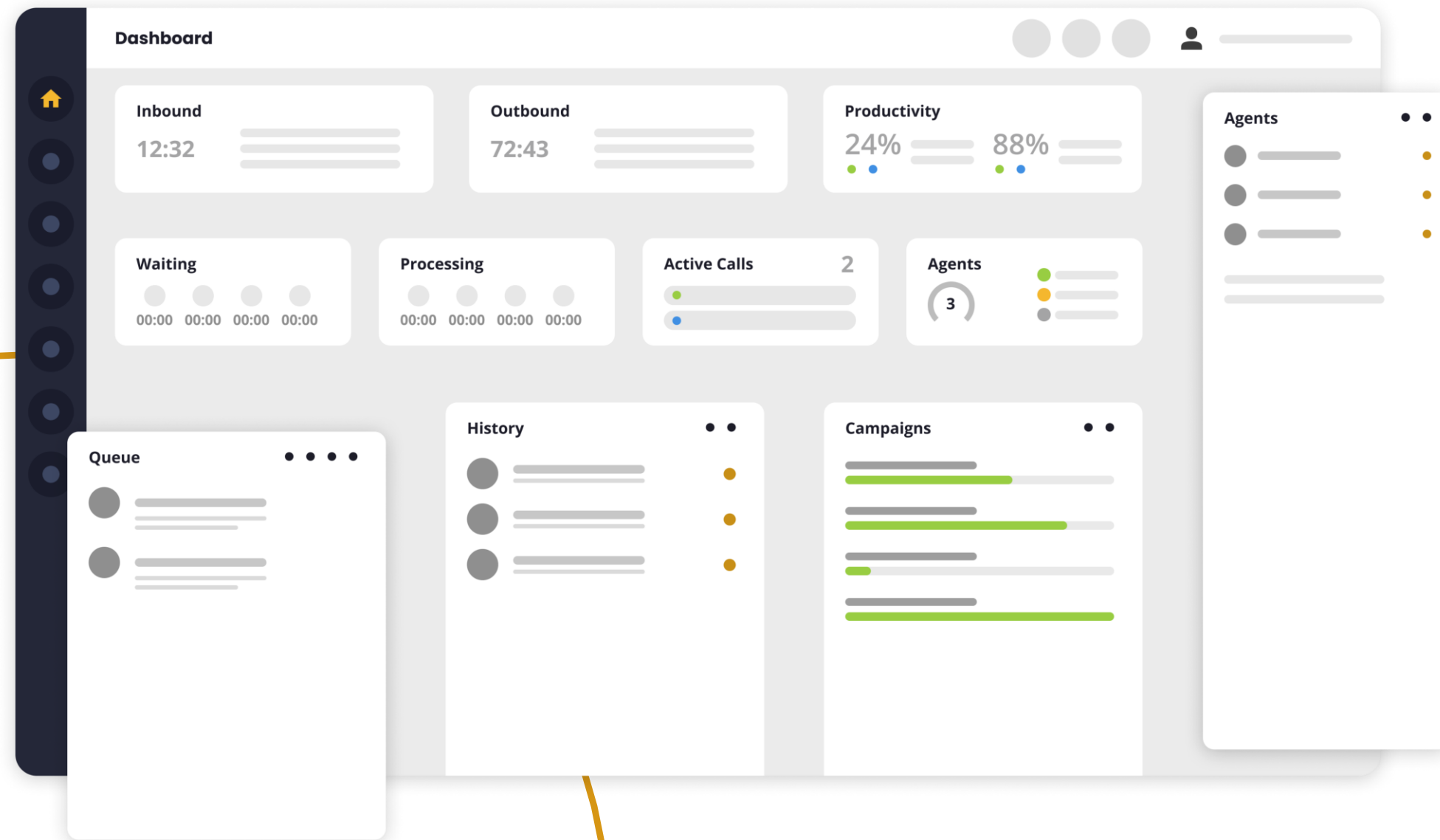
ISO/IEC 27018 : 2019








Nexios



Platform features

Default functionalities



-  Real-time omnichannel dashboard / self-care administration
-  Omnichannel platform, voice, video, mail, sms, chat, viber, chatbot ...
-  Multi-tenant / multi-carrier platform
-  Inbound & outbound campaigns management and scripting
-  Detailed interaction overview and interaction content recording
-  Integration with backend systems (CRM, ERP, BI/DWH, ...)
-  Customizable feature-set, tailor-made solution

Interaction management & IVR



- Omnichannel support with complete interaction history
- Interaction transfer & hold/unhold
- Interaction supervise
- Real time coaching & monitoring
- Auto callback & interaction routing
- Custom thresholds & notifications
- Contact, agent and interaction priority
- Callback reconnect & Follow Up
- Queue overflow & queue escape
- Handle interactions as tasks
- Customer survey with CSAT/NPS & agent evaluation

- Dynamic inbound and outbound IVR
- Auto contact resolution & switch contact options
- Pre-answer announcements
- Pre-queue & Post-queue IVR
- In queue announcements
- Multi-language IVR support
- Advanced and time-based interaction routing
- Scripting
- Custom IVR markers and analytics
- Caller authorization



Reporting & administration



- Detailed interaction and contact history
- Real time display of platform usage and agent activities
- Campaign overview and status
- Omnichannel interaction overview
- Click-2-dial option
- Reports can be extracted into several formats (.xls, .csv, etc.)



- Real time self-care administration with role based access
- Campaigns and custom questionnaires
- Contact and addressbook
- Contact prioritization and tagging
- Working hours and public holidays
- Knowledge base management
- Team and task management

Channels



Voice

- Intelligent routing and customizable voice features;
- Real-time coaching and monitoring;
- Call deflection and customer self-care;
- Auto callback with time-based & priority routing;
- Dedicated callerId;
- Call transfer & call hold, click-2-dial;
- Skill-based routing with agent prioritization;
- Call in queue announcements, queue overflow and queue escape;
- Manual or automatic progressive dialing;
- Real-time call recording.

+TIP:

Interested to learn more about the smart contact center management? Check out [Nexios blog page!](#)



Email

- Categorization and routing based on content;
- Conversation view and disposition;
- Custom questionnaires and service polls;
- Standardized agent responses with dynamic templates;
- Configurable auto-reply options;
- Prioritization and tagging;
- Signature and attachment options;
- Transfer to another agent or queue;
- Real-time and historical reporting and management.

+BENEFIT:

Agents are wasting a lot of time navigating from software to software to answer calls, send emails and track their work. Save time using **Nexios omnichannel platform!**



SMS

- One-way & two-way messaging;
- Bulk messaging;
- Categorization and routing based on content;
- Standardized agent responses with dynamic templates;
- Real-time and historical reporting and management;
- Configurable auto-reply options;
- Real-time message status (sent, delivered);
- Agentless notifications;
- Transfer messages to agent or queue;

+BENEFIT:

Agents are wasting a lot of time navigating from software to software to interact with customers. Save time using **Nexios omnichannel platform!**

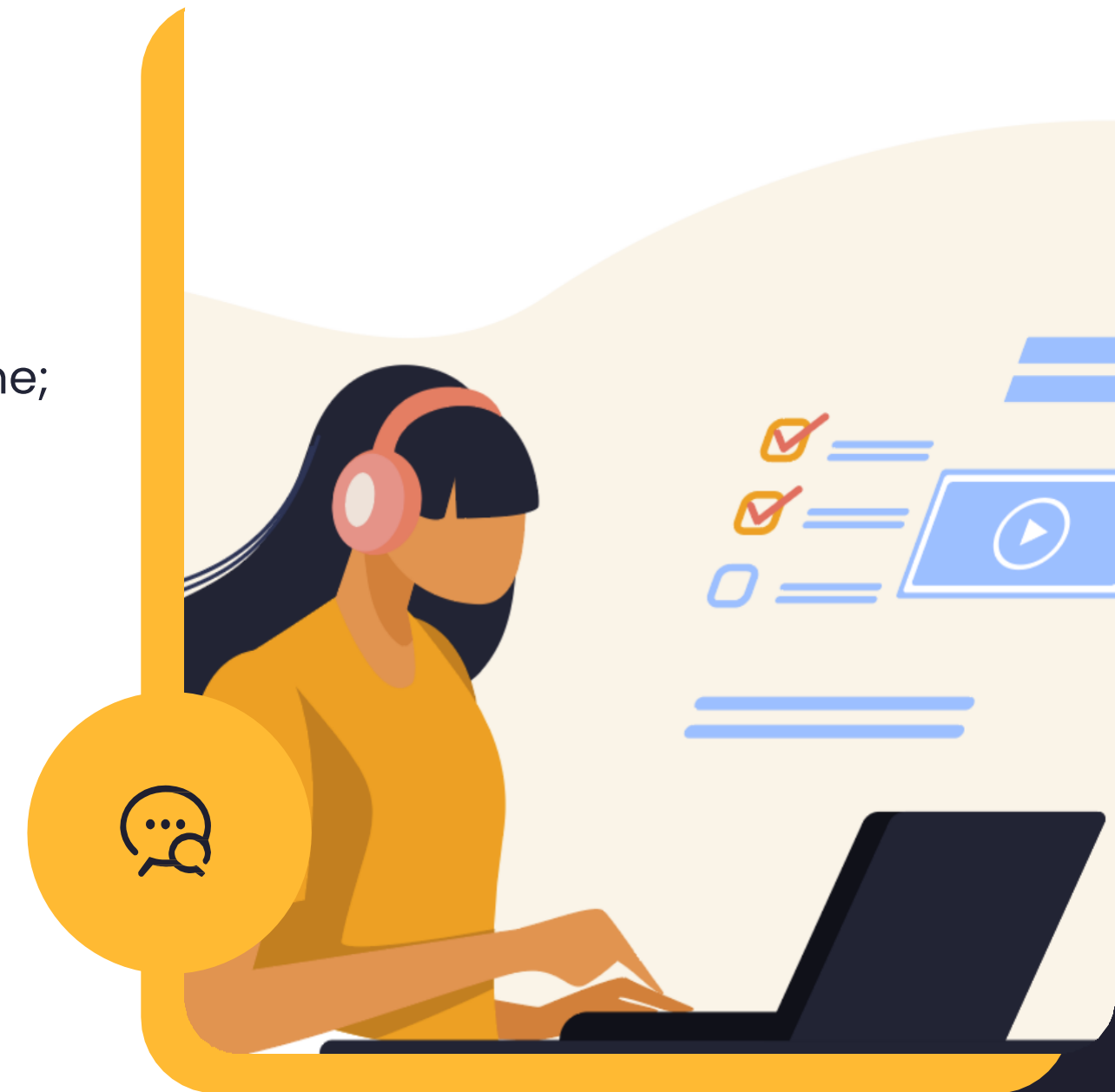


Live chat/IM

- Messenger support (Web chat, Facebook, Viber, ...);
- Greeting & automatic data collection before live agent interaction;
- Multilanguage web chat support and client visual customization;
- Live chat interaction can be upgraded to audio or video interaction at any time;
- Chat, audio or video invitation with time expiration option;
- Live chat coaching and monitoring, transfer to another agent or queue;
- Ability to track the source of each incoming message;
- Real-time message status (sent, delivered, seen at)
- Real-time and historical reporting and management.

+BENEFIT:

You can see the web-source of each incoming message, so you can get an idea about the topic even before reading the message!

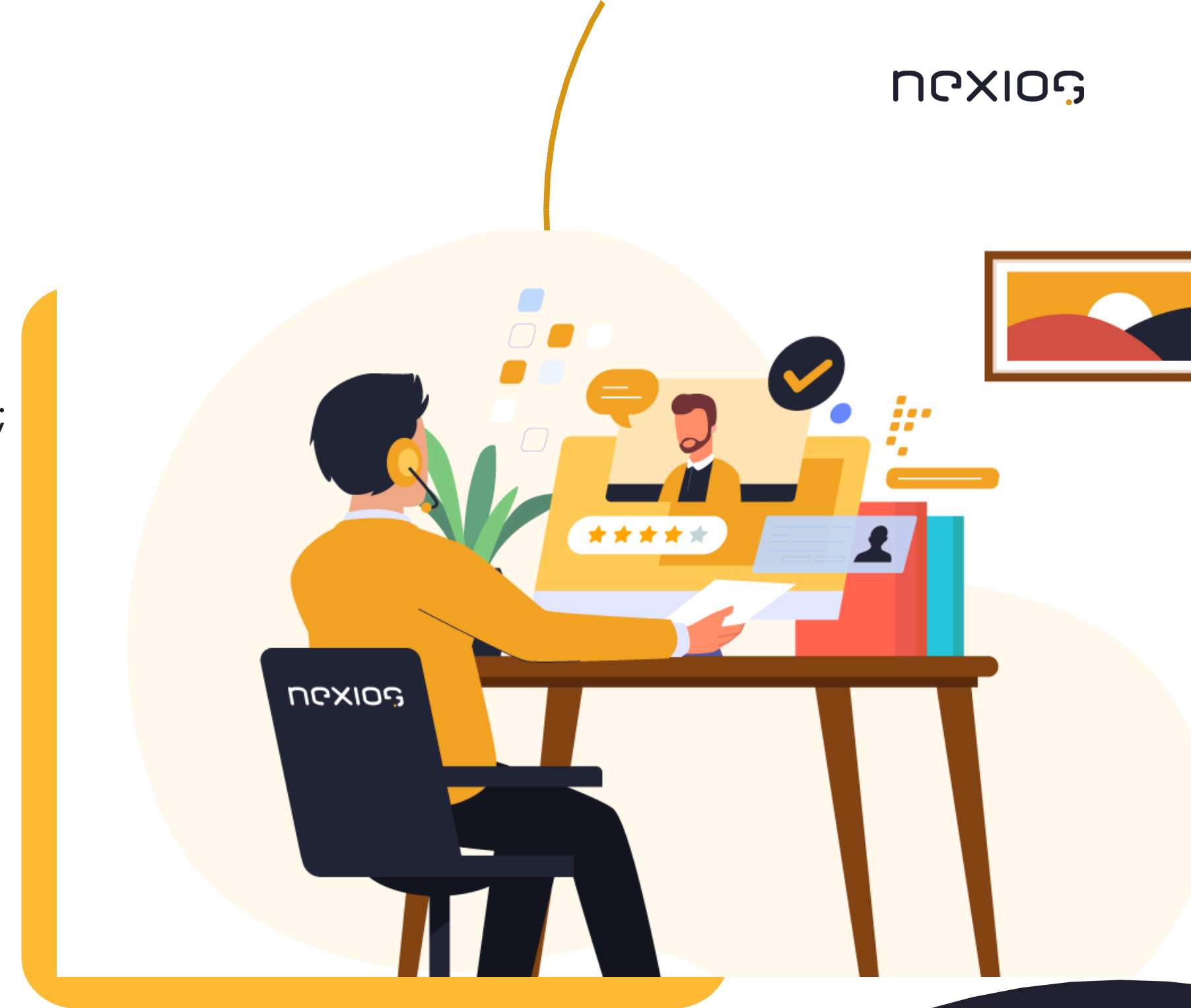


Task/Ticketing

- Multiple projects and ticketing list support with self-care administration;
- Custom segments and real-time views (Kanban or List);
- Handle tasks/tickets in a uniform way as all other interactions;
- Real-time ticketing dashboard with KPI metrics and analytics;
- Dynamic ticketing fields & templates for various lifecycle stages;
- Integrated across all communication channels with references to targeted interactions;
- Transfer tickets to another project, list or agent;
- Conversation view and ticketing disposition.

+BENEFIT:

Collect inputs from web or other inbound channels and communicate with customers without live interaction with agents!



Video Identification

- Remote customer onboarding with Video KYC;
- Guided process of video identification and verification;
- Collected data is stored using highest data protection standards
- Use additional channels for 2FA and send OTP/TAN for verification and final confirmation;
- Collected data including video and audio recordings, documents and client photos, can be stored and kept in Nexios or in Customer LTA with encryption options;
- Constant video quality monitoring during live session.

+ BENEFIT:

Use video identification to identify parties, arrange reservations or online consultations and seminars!

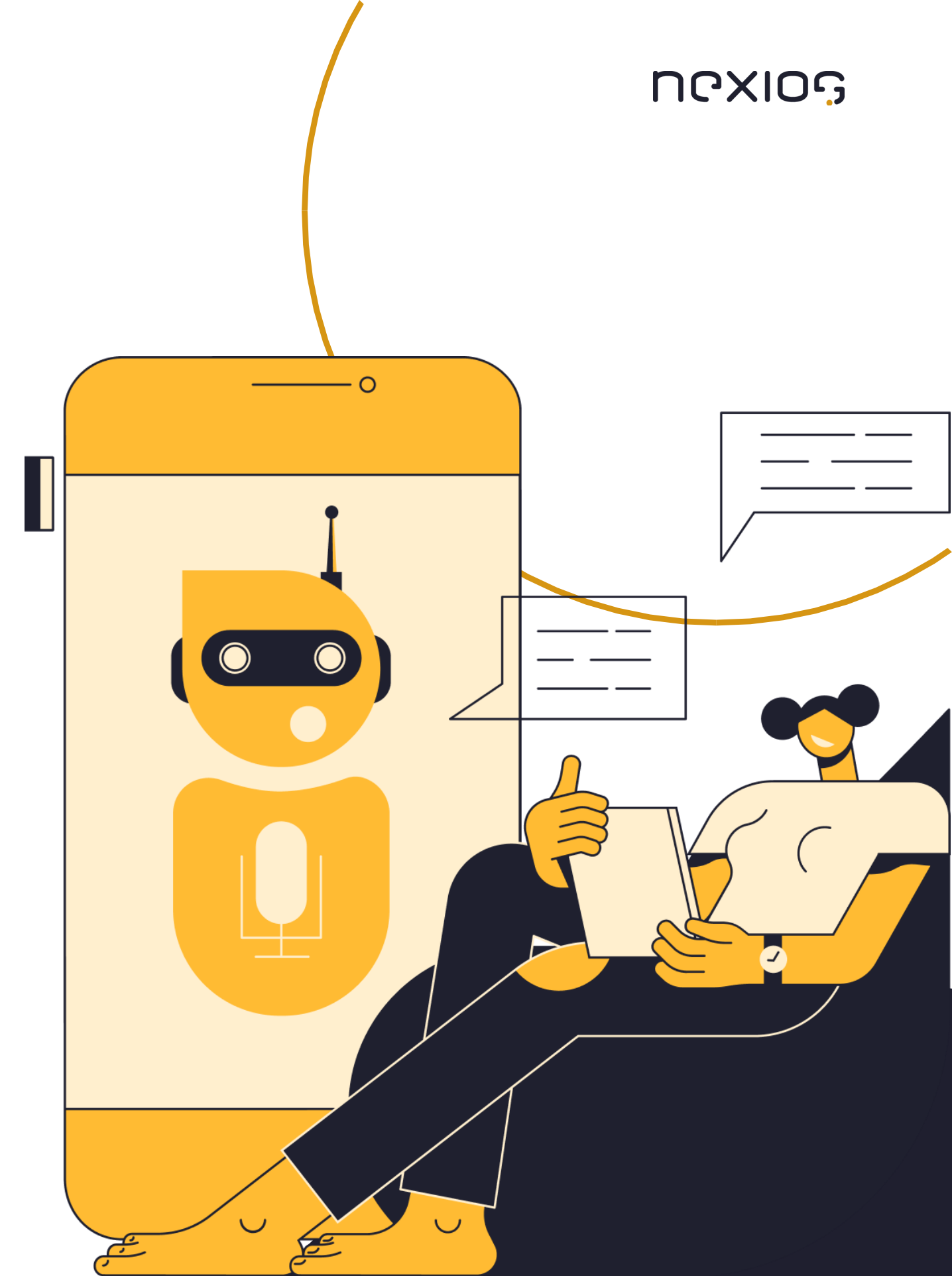


Chatbot & AI

- Omnichannel deployment on all messaging channels;
- Enable customer self-service and automated data collection;
- Connect Chatbot dialog to existing backend platforms;
- Seamless chatbot to live agent handover;
- Improve customer satisfaction using time-based Chatbot scenarios;
- Live monitoring of ongoing chatbot conversations;
- Knowledge base integration with advanced machine learning;
- Chatbot dialog builder.

+ BENEFIT:

Agents are wasting a lot of time navigating from software to software to answer calls, send emails and track their work. Save time using **Nexios omnichannel platform!**



Advantages

Why choose Nexios?

Scalability

No predefined user packages, take as many licences and as many communication channels as you need!

Simplicity

No complicated, hard to operate interface. Forget about days of education with the modern, user-friendly platform.

Flexibility

With the professional engineering background, it's possible to change certain functionalities and customize the platform according to your needs.

KPIs

Enjoy all the standard and countless additional KPIs, logically presented – in order to help being more effective and drive performance!

Development

We listen to your requests! Constant platform development and upgrade in order to satisfy the clients' needs.

Compliance

We continuously invest in data protection and information security, conducting penetration & vulnerability test. Compliant with GDPR & ISO ISMS!

NEXIOS

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