CxEngage

Reach your customers like never before!

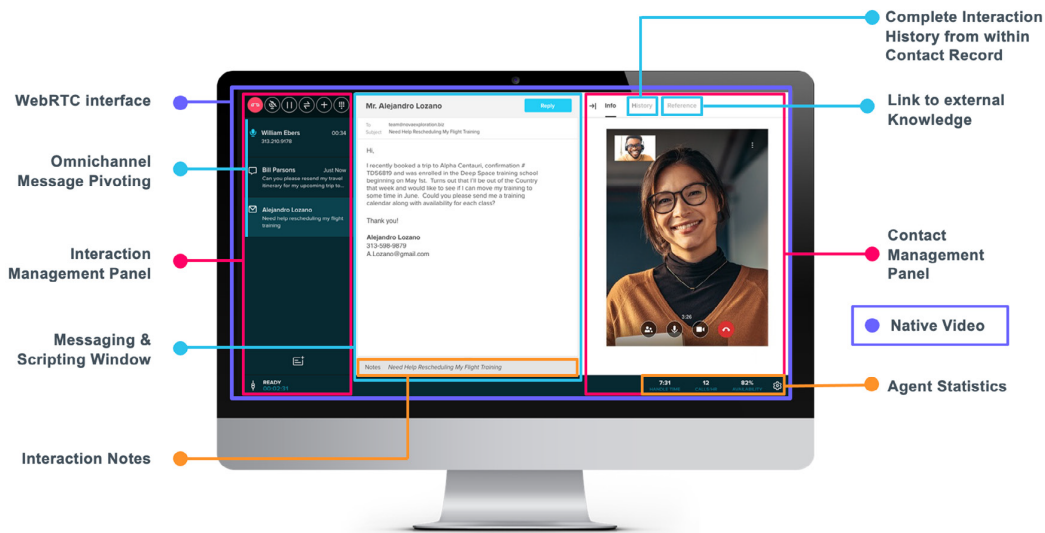### A video-ready contact center solution designed for today's global, digitally transforming business.

Today's customers have demanding expectations. This is especially true within customer-service organizations where customers expect an omnichannel, connected experience with effortless problem resolution. With CxEngage, we'll help you exceed these expectations.

CxEngage is a cloud contact center solution designed to meet your needs and work in your environment. Unlike monolithic architectures and on-premises solutions, CxEngage is a 'born-in the-cloud' platform delivering true omnichannel support with voice, video, and digital channels. You will benefit from all the up-to-date capabilities required by today's contact center. And designed to 'just work' while powering up your customer experience.

A Market Leader in Cloud Contact Center and Video Conferencing

WebRTC interface

Omnichannel Message Pivoting

Interaction Management Panel

Messaging & Scripting Window

Interaction Notes

Complete Interaction History from within Contact Record

Link to external Knowledge

Contact Management Panel

Native Video

Agent Statistics

Key Capabilities:

TRUE OMNICHANNEL SUPPORT TO DELIVER AN UNMATCHED CUSTOMER EXPERIENCE

Immediately implement voice, video, and digital channels, all the channels with seamless switching and pivoting across channels while maintaining the conversation with your customer. It is a truly connected experience with retained history across channels.

NATIVE VIDEO CAPABILITY

Effortlessly engage with customers with pivot to video as a click of a button from any channel and on any device. With nothing to download, it is just as easy for your customer to migrate to a video conversation. Improve your engagement with customers, expand use cases and addressable market with our native video capability.

SINGLE PANE OF OPERATION FOR GREAT AGENT EXPERIENCE

Your agents will operate on a highly usable platform with a single pane of glass for activities across all channels. All the information pertinent to the call is served up on the same screen removing the need to switch between multiple applications.

ULTIMATE FLEXIBILITY TO FIT YOUR ENVIRONMENT WITH AN API FIRST APPROACH

We understand that no two business environments are alike. You'll benefit from our pre-built integrations to Salesforce and Zendesk and other popular applications or you can leverage our API-first design to integrate with your proprietary applications and accelerate your digital transformation goals.

GLOBAL AND HIGHLY RESILIENT SERVICE

True global voice deployments offering security, compliance of traffic routing in-region and consistent solution parity across all regions.

RAPID IMPLEMENTATION AND UNPARALLELED SUPPORT

Whether it's your first move to the cloud or from another cloud provider, we've got you covered. Your migration is supported through a roadmap with clear deliverables to keep you in control. And post-implementation, your business is treated with white-glove service with our dedicated customer success teams.

LOW TOTAL COST OF OWNERSHIP

With well-designed implementations, optimized cloud subscription packages, and rapid onboarding, you will benefit from a low total cost of ownership and quick return on investment.

lifesize.