

VIER **engage**



NEXT LEVEL

→ SERVICE EXPERIENCE

Countless channels, one solution.

# NEXT LEVEL SERVICE EXPERIENCE

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News expressions, new channels, new habits: communication is evolving constantly. And while some are still making phone calls, digital, written communication channels are constantly growing in popularity – especially among members of Generations Y and Z.

To offer your customers the perfect service and customized sales in the future, you need one solution that combines all channels – while also being flexible and expandable. One solution that meets both the requirements of your contact center and the needs of your target audiences.

The customer engagement software from VIER has everything covered: Your customers are free to choose the communication channel. Enjoy your straightforward access to tailored reports. Your employees work most effectively with a software they love and an intuitive interface. VIER offers a comprehensive solution that grows with your needs from a German Cloud. Making service fun again.

VIER TURNS COMMUNICATION INTO SERVICE.



## THREE EDITIONS, ONE PROMISE.

VIER engage offers every contact center the right format for its needs: Whether small, medium, or large, in one or more locations, as a single or multichannel, in- or outbound solution: each of our three cloud-based offerings provides a seamless service experience.

### VIER engage Business

#### Entry-level for incoming calls

The ideal starter package for optimal routing of your calls. Get started right away with the fully functional inbound voice solution for small and medium-sized contact centers from a German cloud, service included. You benefit from comprehensive routing and prioritization options. The Must have for the best customer experience over the phone!

### VIER engage Professional

#### In- and outbound for pros

No matter whether you, as a contact center manager, need more detailed reporting, are launching outbound campaigns, or want to initiate mass messaging for upcoming shift planning – this solution expands your portfolio of features: outbound dialer, various reporting options, call recording, silent monitoring, XPath and filter-based routing, callback management, and access to the features of our AI solutions from VIER evolve.

### VIER engage Enterprise

#### Advanced omnichannel

Combine all communication channels in all locations for the best customer experience. Ideally suited to large and/or ambitious contact centers. Our fully cloud-based solution offers you options for an impressive customer experience across all channels!

## Numbers, Data, Facts

- › more than 1 million contacts per day
- › 70,000 simultaneous calls on our platform
- › 1,000 satisfied customers

*»In the past, technical barriers in customer service always resulted in extra work. Thanks to VIER, that's done!«*

**Michael Schroeder**  
Head of Customer Service  
brands4friends

## Integration

The smooth and intelligent connection of third-party systems is more important than ever. We use information from your customer systems to recognize the intent, understand the importance of the contact, identify suitable agents, make routing decisions, and provide an optimal processing screen. To do this, we either extract data from various peripheral systems via web APIs and make it available centrally in our unified desktop, or seamlessly integrate our client into the interface of your CRM/ERP software. So whether you prefer to use our interface or that of your CRM vendor, we seamlessly and reliably integrate with the following systems, among others, for fast and high-quality service contact:

- › Salesforce
- › SAP
- › Microsoft Teams
- › Microsoft Dynamics
- › Sabio
- › Hubspot
- ...



Furthermore: All of our solutions (incl. softphone) are based from the German cloud and are fully web-based: just open the browser on your PC, laptop, tablet, or smartphone, and off you go!

Use VIER engage in combination with your current technology landscape or as a complete solution. We offer end-to-end solutions, which we develop together step by step, before integrating them according to your individual needs. VIER engage can also be combined with the AI-based VIER evolve products.



## VIER ENGAGE PACKAGES.

### VIER engage Business

The solution for the “over-the-phone” customer experience.

- › Call distribution (ACD) across different locations
- › Comprehensive routing options such as last/preferred/geo/agent
- › Prioritization options in over-all queue
- › IVR with web-based Call Flow Designer
- › Numerous statistical functions
- › VoIP softphone
- › Service desk support 24/7

### VIER engage Professional

VIER engage Business plus the following features:

- › Outbound dialer and messenger
- › Different reporting options
- › Voice and screen recording
- › Silent monitoring
- › Callback management
- › Unified desktop: all channels
- › Conversation guidelines
- › VIER **evolve** as optional extra
- › Support from customer success team

### VIER engage Enterprise

VIER engage Professional plus the following features:

- › Omnichannel routing
- › Universal omnichannel queue
- › Email, WhatsApp and chat incl. automatic classification
- › Task distribution
- › Connection of third-party systems via web-based interfaces (REST API, SOAP)
- › Unified desktop: all channels and third-party systems can be integrated
- › Support from personal customer success manager



## COUNTLESS CHANNELS, ONE SOLUTION.

Our omnichannel solution offers you a high degree of flexibility and the capacity to adapt quickly. An ACD is more than just call distribution: Automatic Contact Distribution means that all channels are evaluated, distributed, and processed together to make sure, that your customers concerns are always handled by the right employee at the right time.



## AVAILABLE WORLDWIDE, AT HOME IN GERMANY.

As the first German provider of a cloudbased ACD, we have more than 25 years of project experience with over 1,000 companies. Whether in- or outbound: we scale with you and offer a stable platform. Projects are implemented quickly, and German- and English-speaking VIER Support is available around the clock. VIER is the only European provider to offer end-to-end solution – from accepting the customer contact in our own data center with our own hardware to the software at your employee's workstation.



## ONE QUEUE FOR ALL CHANNELS.

Our software can determine the priority of your customer concerns across all communication channels. The entire contents of a message are used to classify and prioritize customer contact. By connecting third-party systems, data can also be pulled from other sources to determine the urgency of the concern. As a result, there is an optimally sorted cross-channel queue that flexibly adapts to the current situation. Because good service needs to react to content, not channels. Keep an eye on and analyze your statistics to ensure your customer communication is always efficient.



## THE INTERFACE.

Intuitive and user-friendly for everyone: users navigate their way around easily and identify with the software in no time at all, thanks to the customizable interface: a unified desktop that lives up to its name. Easy to use and open in terms of integration, service, and design with your own corporate identity. The tool generally only requires one training session to master it. Experts who want to explore the interface in more depth will find various individual configuration options. Other functions can be configured by administrators as company-wide settings.

# VIER IS REINVENTING CUSTOMER DIALOG.

Want to advance your company with VIER engage?  
We'd be happy to arrange a no-obligation appointment to determine your needs.

Give us a call:  
**+49 511 95 73 95 1111**

Or send an email to:  
**[sales@vier.ai](mailto:sales@vier.ai)**

VIER is paving the way for the future of customer communication.  
4Com, voiXen, parlamind, Lindenbaum and PRECIRE come together to form the combined expertise of VIER.

The only complete communication solution in Europe: secure data, German cloud, and local contacts.

VIER GmbH



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