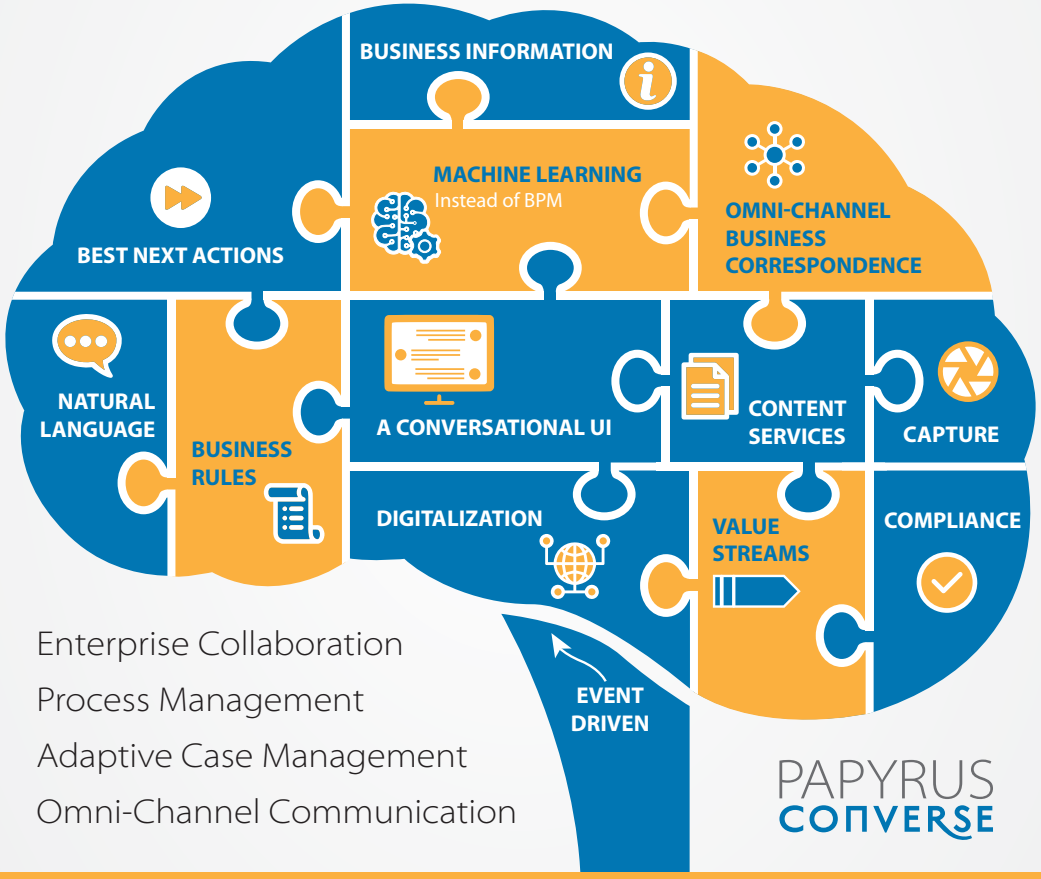
Visit Papyrus Software at Booth #108

EXPERIENCE A MIND-SHIFT

When Implementing Business Solutions for Customer Engagement



Enterprise Collaboration
Process Management
Adaptive Case Management
Omni-Channel Communication

PAPYRUS CONVERSE

PAPYRUS SOFTWARE

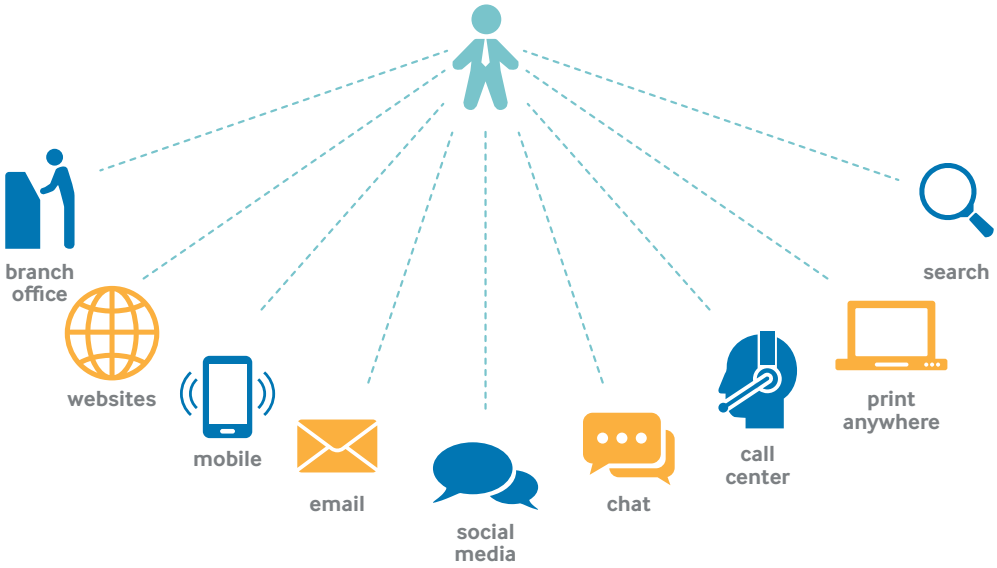
Join our Expert Sessions

Leading Business Transformation with a Digital Communication and Process Platform
Mon., 4 Nov, 13:35-13:55, IT Xpo Stage 1

Building a Customer Engagement Hub moving beyond disconnected Customer Experience (CX)
Mon., 4 Nov, 15:15-16:00, Room 116

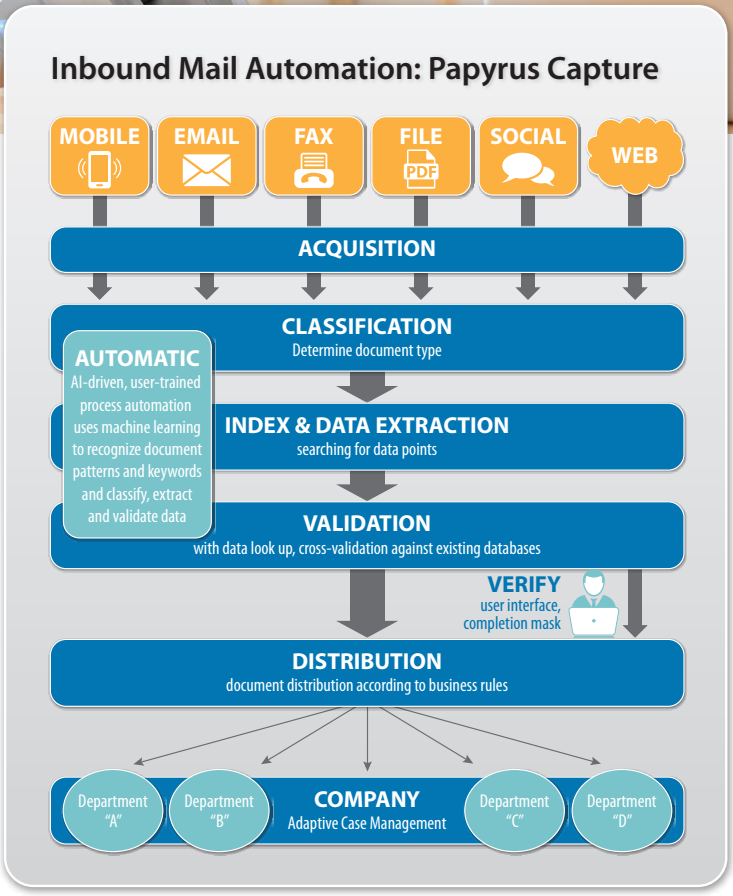
Customer Omni-Channel Experience: **Papyrus Platform Solution**

Customers use three or more channels when contacting companies. This level of engagement demands a new business model, moving beyond disconnected, multi-channel communication. Papyrus Software offers **Omni-Channel engagement** with real-time, back-office integration for **enhanced customer experience** and streamlined operations. The consistency of the message is ensured by end-to-end integrated, seamless communications across the customer journey.



The Papyrus Software solution offers an integrated incoming and outgoing communication approach and a seamless Omni-Channel customer experience across multiple touch points. Digital and traditional business are performed on **one single platform**. Customers can start a transaction in one channel and continue it in another, without barriers, losses in consistency or level of service. It is used by the **world's largest global corporations** to introduce desired flexibility and facilitate change to digital. The service provided seamlessly spans all channels – from physical to digital – **meeting real-time information needs** of customers whenever, wherever and on whatever channel.

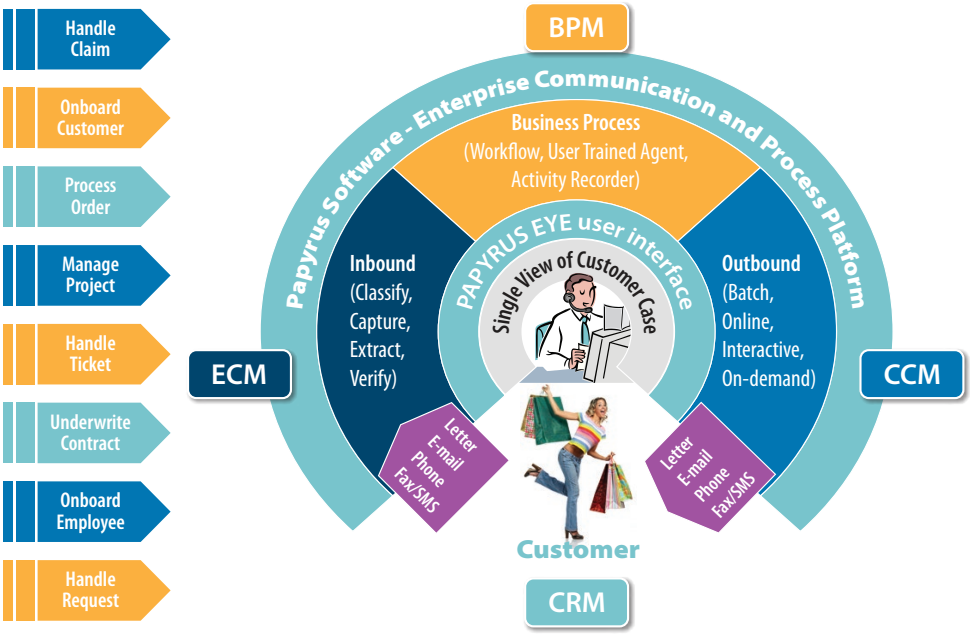
Inbound Mail Automation: Papyrus Capture



A Single View of All Customer Activity:
Enterprise Collaboration and Process Platform

The focus lies on Digital Transformation, Customer Experience (CX) and Business Empowerment with a 360° view of the customer – positioning companies to interact with their customers and partners as 'one company - one voice' and provide **seamless customer experience across devices, channels and time.**

The system bridges the gap between customer-facing and back-end activities. It powers CX and User Experience (UX) processes through closed-loop communication and Adaptive Case Management collaboration. It helps companies **effectively engage with customers** via a two-way, individual real-time communication – online via live chat, SMS, email, social, mobile, web or traditionally via paper – creating uninterrupted customer journeys.



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info@isis-papyrus.com
www.isis-papyrus.com