

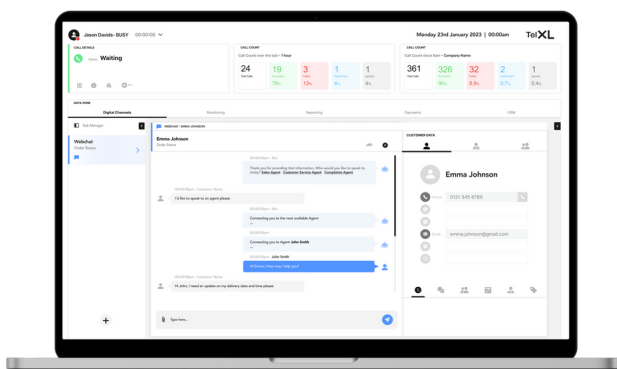
# Cxp: The Customer Experience Platform

**Built for the channel to deliver exceptional customer experiences.**

TelXL have developed a suite of CCaaS products to help businesses - of all sizes - excel in customer communications.

We live in a world where consumers expect to reach an organisation through channels of their choice, with little or no delay, receive a personalised service and resolve issues on their first interaction.

Therefore, having the right contact centre solution is now imperative to customer satisfaction as well as acquiring and retaining customers.



**Vxp**

**The Voice Experience (Vxp)** offers a feature-rich voice platform for effectively managing incoming and outgoing voice calls including routing calls. It also gives administrators an oversight of the contact centre operational performance.

**Dxp**

**The Digital Experience (Dxp)** offers all of the digital channels that a business might need through a single portal, while also providing a full suite of administrative and management tools.

**Oxp**

**The Omni-channel Experience (Oxp)** results from integrating Vxp and Dxp so that both the agent and customer receive a seamless end to end experience during any interaction.

# Cxp: designed for the customer, built for the channel

Sold exclusively through the channel, Cxp provides all the tools required to deliver **exceptional customer experiences** across all communications channels.

We have packaged the Cxp suite to be easily consumable and affordable to all businesses as we understand some businesses may not need to deploy a full suite of voice and digital channels.

Cxp allows you to **tailor-make a CCaaS package** that's right for you whilst having the complete assurance that you have full flexibility to add channels when you need them, and in line with business growth and customer demands.

Adopt either Vxp or Dxp products from the Cxp suite on day one to **unlock the benefits of offering enhanced telephony or digital experiences for customers**, while taking control of the contact centre's performance.

Cxp also complements other telephony or voice providers. All the Cxp products can augment rather than replace. We also understand the importance of integration for operational effectiveness. Integrate our products into Microsoft Teams and sales CRMs.

- ✕ Inbound & outbound voice
- ✕ Digital: webchat, emails, SMS, social
- ✕ Q&A bot
- ✕ PCI-complaint payment solution
- ✕ IVR Builder
- ✕ Queue Management
- ✕ Call back
- ✕ Skills-based routing
- ✕ Microsoft Teams/UCaaS Integration
- ✕ Admin portal
- ✕ Over 50 built in performance reports

## About TelXL

TelXL have leveraged their 20 years of experience working in the contact centre and telephony industry to create state-of-the-art contact centre solutions specifically built for the channel to sell to any size company.

Our mission is to make all interactions between business and customers feel exceptional.