

Anwendungs- und Unterstützungssysteme für ein Contact Center



Omnikanal Routing

Customer Journey Orchestration / Event Bus / API

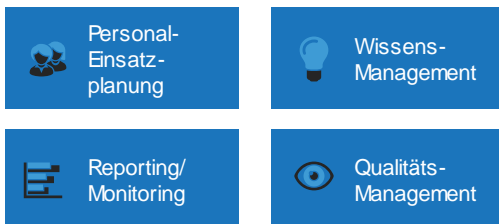


MCA Point of Communication®

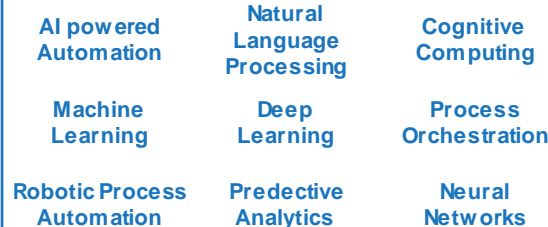
- Customer Experience / Frontend
- Infrastruktur / Analytics

Customer Journey Analytics / Predictive Analytics

Monitoring, Steuerung, Reporting



AI/API



Quellen: Harald Henn und eigene Darstellung