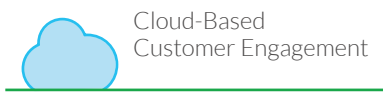# CLOUD-BASED CUSTOMER ENGAGEMENT

Customer-focused businesses struggle to deliver a connected, omnichannel experience. By linking transactional data to loyalty programs and back-end systems in real-time, Tim Tech Consults's cloud-based customer engagement solution delivers an end-to-end journey and detailed insight to create personalized interaction and operational improvement and take customer engagement to the next level.

Cloud-Based
Customer Engagement

Open Design
Omnichannel Connectivity

Future- Proof,
Unlimited Expandability

ACCESS DETAILED DATA ANALYTICS

- Integrate customer-facing and back-office data and loyalty programs
- Real-time dashboard for transparency
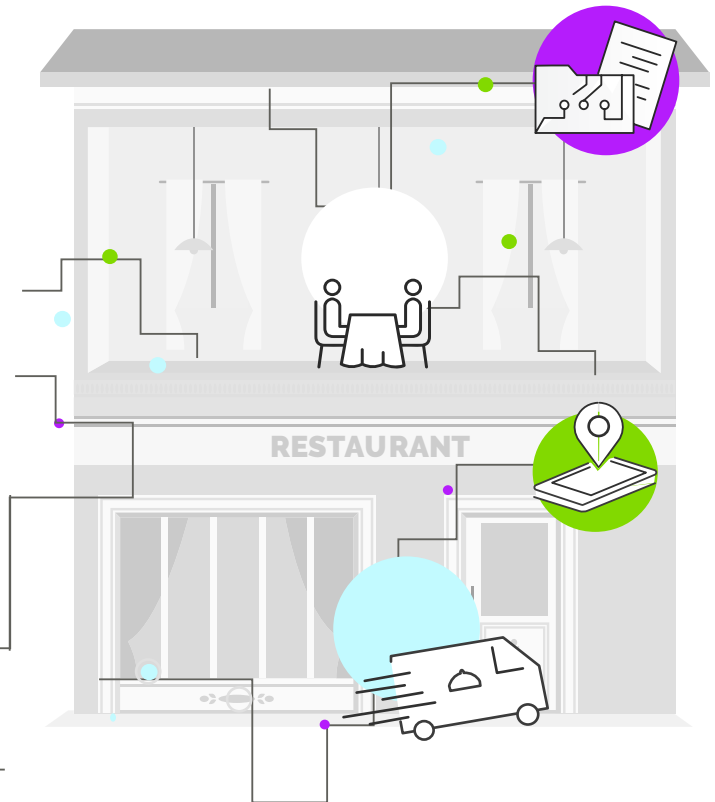- Create a unique experience

OPTIMIZE THE CUSTOMER JOURNEY

- Real-time 1:1 customer-facility communication
- Digitize transactional portions of the engagement process
- Gain visibility into the customer value chain

ENHANCE SALES & MARKETING

- Tailor programs based on past history and preferences
- Multi-variant campaign assessments
- Predictive modeling to optimize campaign efficiency

OPTIMIZE OPERATIONS

- Decreased Opex with improved service
- Leverage analytics to enhance supply chain
- Establish cycle of continual, autonomic improvement.

RESTAURANT

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