

Connected conversations

Where AI meets engagement



Cirrus is an AI-enabled contact centre solution designed to give you everything you need to get the best out of your contact centre and create better customer and agent experiences.



Delivering complete contact centre solutions with AI guidance at every turn.

Our all-in-one solution seamlessly combines essential technologies like CRM, WFO, and omnichannel, driven by Cirrus Copilot. Cirrus Copilot uses ChatGPT AI to guide customers and agents, improving experiences and operational efficiency. The result is AI-driven solutions tailored to each client, boosting productivity, enhancing CX, and maximising ROI.

The Cirrus platform reimagines what contact centres should be.

You'll maximise your ROI by

- Experiencing immediate KPI and bottom-line gains. Our cost-effective solutions quickly pay for themselves, allowing you to allocate valuable resources elsewhere.
- Reducing friction, you'll save money and time, and eliminate wasted effort, ensuring a smoother and more profitable operation.

You'll boost agent performance by

- Giving them a complete 360° snapshot of every customer, making it a breeze to provide personalised and effective service.
- Streamlining your team's efficiency with all essential tools on a single screen – no more juggling between different windows!
- Enhancing productivity and first contact resolution by automating workflows that guide agents through custom scripts and AI-backed smart suggestions for the next-best actions.

You'll enhance the customer experience by

- Offering self-service options across various channels, empowering customers with greater control and convenience.
- Gear up your agents to deliver instant, accurate responses, supporting every chat with AI-backed conversational guidance.
- Making every interaction count with exceptional service that not only satisfies but leaves a lasting impact, cultivating customer loyalty and strengthening your brand's reputation for excellence.

You'll empower your managers to unlock your team's full potential by

- Arming managers with actionable insights through AI analysis of customer interactions and agent performance to lay down strategies that put the customers first.
- Dive into the wealth of pre-integrated analytics across all modules, to make informed, data-backed decisions quickly and confidently.
- Simplifying the process of agent scoring and training by automating customer feedback insights and sentiment analysis to keep refining and perfecting your game plan.

You'll improve your system orchestration capabilities by

- Tailoring our configurable modules, APIs, data, and expanding network that supports new and existing integrations.
- Leveraging the robust features of our cloud platform, with high availability, scalability, and redundancy to ensure uninterrupted business operations.
- Safeguarding your business with our industry-leading security protocols and compliance solutions that protect your sensitive information.

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Cirrus Copilot

Welcome to effortless customer engagement with Cirrus Copilot. Our conversational ChatGPT-enabled AI assistant keeps the customer at the centre of every interaction to deliver exceptional contact centre experiences.

Instantly satisfies customers.

Delivers instant customer satisfaction with immediate, consistent and accurate responses, eliminating frustrating hold times, 24/7/365. The always-on Cirrus Copilot frees up agents to focus on complex issues while ensuring customers never wait for basic information. By resolving routine inquiries instantly, Cirrus Copilot significantly improves customer experience and loyalty.

Increase sales opportunities

Engage with every website visitor to uncover more sales prospects. Casual visitors that would normally slip away can be qualified and converted by Cirrus Copilot's conversational approach. High-quality leads are seamlessly transitioned to agents resulting in increased conversions and closed deals.

Augment your agents with next-gen AI capabilities

Plug ChatGPT seamlessly into your agents' workflow. Summarise phone conversations down to the essentials, reducing wrap time. Deliver real-time next best actions, ensuring agents capitalise on chances to satisfy customers or convert leads. Automate response composition to give your agents a head start. Adjust agent response sentiment to uphold your company's distinct voice. Every aspect can be tailored to suit your company's unique requirements.



Omni-channel communications

Reduce customer effort and drive engagement and loyalty with personalised, connected conversations across all communication channels on one single view of the customer.

All your customers, conversations, and channels in one place.

Quickly personalise conversations across the customer lifecycle in any communication channel and maintain consistency with a 360-degree view of all previous conversations.

Meet customers wherever they want to be.

Engage with customers across any channel they choose, including Voice, Email, SMS, Webchat, WhatsApp, Social Media, and effortlessly switch between channels without having to repeat or start over.

Empower agents through a single, configurable desktop.

Our omni-channel desktops can be easily tailored by function and task, enabling agents to deliver top-notch customer care across communication channels. With the full interaction history, script guidance for brand voice consistency and a helpful knowledge centre, agents have everything they need to delivery exceptional customer experiences.

- Blended channels across voice and digital.
- SMS, Webchat, Messenger and DMs.
- Email
- App store reviews
- Self service chatbots powered by ChatGPT
- Configurable agent desktop
- Chatbots





Workforce optimisation

Enable your teams with user-friendly tools for exceptional customer experiences, improved productivity, and contact centre compliance.

Support great omni-channel customer experiences.

Cirrus gives you easy-to-use WFO tools to engage your team and support great, customer-centric experiences in an omni-channel environment – controlled through a single, unified interface.

Make fast data-backed business decisions.

Power smarter, faster, data-backed business decisions for your contact centre with simple, integrated solutions that don't require costly and time-consuming integrations.

Create a positive feedback loop that powers agent development.

Establish effective and efficient quality monitoring and management processes in your organisation. Then, use our integrated, intuitive tools and automation to provide objective, detailed feedback and targeted training and coaching programs to your team.

- Speech analytics with quality management
- Workforce management
- Unified analytics
- Customer journey analytics
- Omni-channel CSAT
- Call and screen recording
- eLearning



Unified CRM

Keep the customer at the centre of every interaction with a purpose-built CRM that syncs information across systems.

Made for contact centres.

A contact centre-specific CRM streamlines customer interactions, enabling efficient communication, personalised service, streamlined workflows, detailed analytics, and seamless integration with existing tools, ultimately driving enhanced customer satisfaction and improved business performance.

Designed to improve agent and customer experience.

Enable agents to do their jobs better and more efficiently with a tool that connects everything they need into a configurable desktop, and the support of targeted automation and AI-powered assistance - give them everything they need to do the best for your customers.

Ready to integrate with your existing CRMs and systems of record.

Achieve centralised data management, allowing for seamless access to customer information, streamlined workflows, improved data accuracy, enhanced collaboration, and ultimately, more personalised and efficient customer experiences.

- Connected customer conversations
- Configurable agent desktop
- Configurable agent workflows
- Real-time agent assist
- Customer happiness index
- LV Connect
- Agent scripting
- Ticketing
- Preference & consent management
- Knowledge centre