

Multi-Channel

Engage with your customers,
on any channel and any time



4 Key Benefits

- Increase Sales and Revenue
- Customers can channel shift with ease
- You are there for your customers 24/7/365
- Respond quicker



We provide Live Agents and the automation technology software channels to give customers their channels of choice

Today customers want to be able to communicate with you via the channel of their choice whenever it suits them. They want the option to pick up the phone, call you and engage with you via email, Web Chat, Social Media, and Messaging.

Waynua will put all these customer channel options to work for you. Our Agents are there to engage with your customer through whatever channel the customer prefers seamlessly. Your customer's expectations will be met, resulting in a positive experience with your brand, promoting sales, and recommending your brand to others.

Customers can become frustrated or wonder when they can hear back from you about their query - we respond in lightning speed across the different channels

Customers can have a negative expectation vision on when companies may respond to their email or call. Our Agents will respond at lightning speed

- All your customer channels are monitored in real-time by Live Agents ready to respond
- Your customer can communicate through blended channels

How it works

Multichannel is all about using many channels to communicate with your customers – **Telephone, Email, Web Chat, Call Back, Social Media, Messaging.** Channels that your customers want.

As a new customer you will be assigned with all the relevant channel connectivity and software that allows us to communicate with your customers wherever they are. All channels feed into our agents where your customers query will be professionally dealt with adhering to your pre-defined processes.

Key Features

Call Answering

Live Agents to Answer and speak to your customers 24/7/365.

Email Management

Answering and responding to your customer emails.

Provide you with Web Chat and Web Bot software for your website

Web Chat Icon tailored to your brand and colours.

Monitor your Social Media Channels

Live Agent response to posts.



Multichannel can be complemented with our Voice Bot and Screen Share service offering

Voice Bot

Waynua Web Chat and Chat Bots – Advanced, Automated Responses to advise and guide your customers.

Screen Share

Screen share lets our agents share an application or your customers the entire desktop during a telephone call.

