

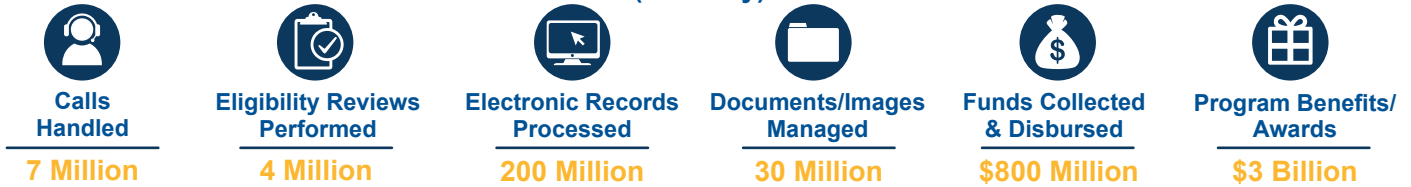
Solix Engage



SOLIX ESSENTIALS SOLUTIONS SUITE

Solix is a leading national provider of consulting and business process solutions for government and commercial clients. We help our clients acquire and more fully engage their customers in gaining access to essential programs and services. We offer a successful record of program and process design, technology deployment, eligibility determination, case management, compliance, and customer care across a range of industries.

Solix By The Numbers (annually)



Seamless Connectivity Through Omnichannel Support

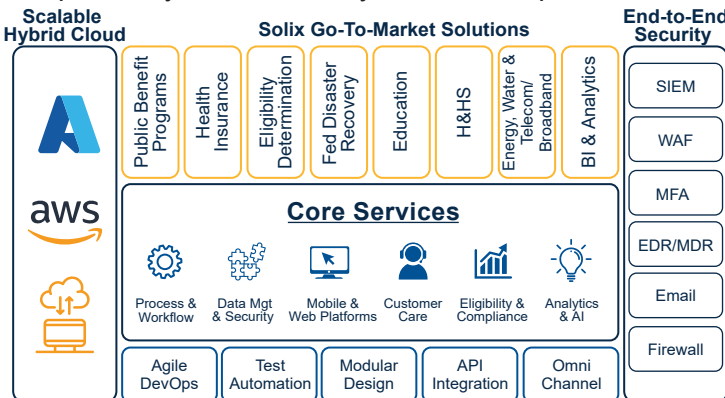
Solix Engage allows our clients to access innovative tools in their native language that improve communications with their customers while driving program efficiency and effectiveness. We know that customers do not think in terms of channels; they simply want answers to their questions through their preferred mode of communication. Our platform delivers on these priorities.

Appropriate Balance of Tech + Touch

We work closely with our clients to deploy solutions that leverage automation and AI while ensuring the appropriate balance of human touch and interaction. Empowering agents with the best tools for interacting across channels promotes efficiency and customer satisfaction. As a result, Solix has achieved “World-class” Net Promoter Scores (NPS) every quarter since implementing the NPS customer service metric in 2018.

Modern Solution Architecture and Scalable Platform

Solix Engage utilizes a modular design and cloud native architecture with a robust customer care platform that empowers agents to interact with customers positively and effectively across multiple channels.



Clients receive access to real-time data, analytics, dashboards, and reports. This information is used to drive continuous improvement, support decision making, manage financial transactions, and achieve program oversight.

KEY BENEFITS

- Leverage Solix’s 25+ years of experience in providing comprehensive customer care services
- Agility to quickly stand up call center operations with ability to customize
- World-class omnichannel, multilingual customer care with flexible staffing model
- Dedicated Client Relationship Manager
- 100% U.S.-based staffing and operations

KEY FEATURES

- AI-supported live interactions across multiple languages
- Customizable Interactive Voice Response (IVR) solutions with self-service options that enhances customer experience and reduces administrative costs
- Voice, Text, E-Mail, Chat
- Application Programming Interfaces (APIs) between client & Solix
- Seamless, transparent integration

Connect With Us:

Please Visit: www.solixinc.com



Contact Us:

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