AIonOS
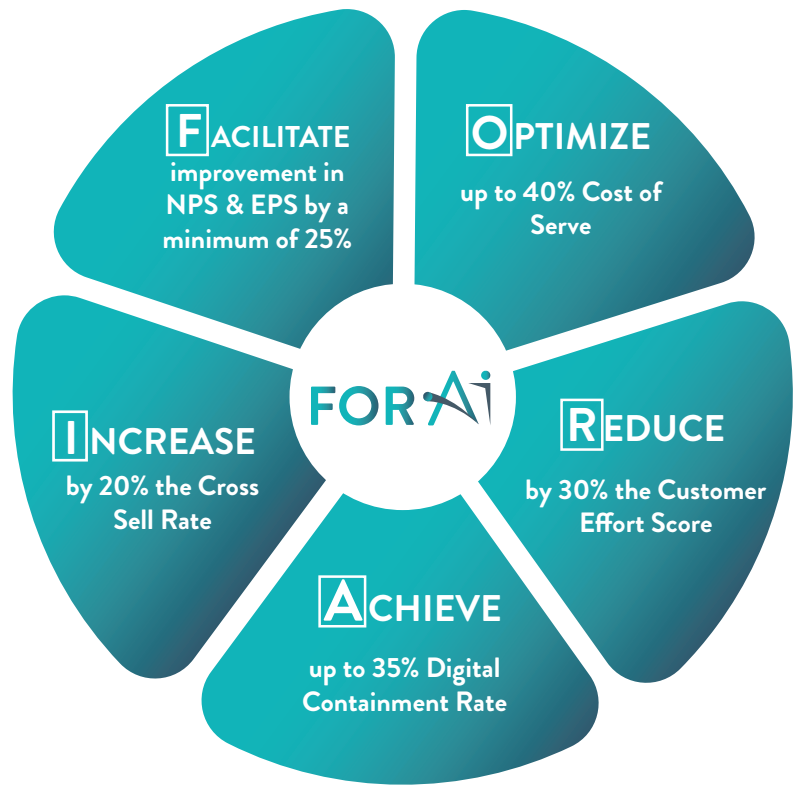
MAKE
EXPERIENCE
YOUR
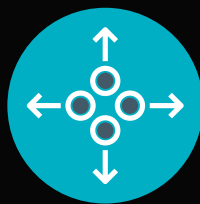FACTOR

Empowering
Engagements

TRANSFORMING
EXPERIENCES ENABLED
BY AI, AUGMENTED BY
HUMAN EXPERTISE

# PIVOTING FROM CONTACT MANAGEMENT TO EXPERIENCE MANAGEMENT

At AIonOS, we are driven by our vision to position AI as the cornerstone of experience transformation. By collaborating closely with our customers and partners, we deliver cutting-edge customer experience solutions that fundamentally reshape interactions across customers, employees, and users. With our deep domain expertise and consultative approach, we design solutions that strategically enhance key business drivers and maximize the **FORAI IMPACT.**

FACILITATE improvement in NPS & EPS by a minimum of 25%

OPTIMIZE up to 40% Cost of Serve

FOR Ai

INCREASE by 20% the Cross Sell Rate

REDUCE by 30% the Customer Effort Score

ACHIEVE up to 35% Digital Containment Rate

DO THESE PAIN POINTS SOUND FAMILIAR TO YOU?

Multiple disjointed service touchpoints causing inconsistent experience
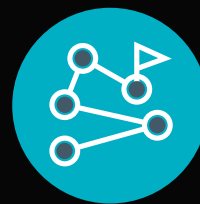
Fragmented customer support journeys triggering customer dissatisfaction

Inflated service costs due to over-reliance on human capital

Restrictive service support channels prompting customer churn

Lack of personalization hampering revenue growth opportunities

Insufficient proactive support resulting in low brand engagement

OUR CX OFFERINGS

Consulting

Assessment and Benchmarking:

Leverage our proprietary **Dart** Framework to assess your current capabilities and benchmark them against industry standards.

Transformation Strategy and Roadmap Advisory:

Define outcome driven transformation strategy roadmap and lay out associated actionable plans.

AI Centers of Excellence:

Advisory services for establishing COEs, including support for enablement and proof-of-concept development.

Experience Orchestration

Conversational AI:

Deliver seamless, multi-channel, and multilingual customer interactions with advanced AI-powered virtual assistants.

Smart Agent Assist and Agentic AI:

Empower agents with tools offering next best action, optimizing handling time and reducing after-call work.

Engagement Analytics:

Gain valuable insights into both customer and agent behavior through a comprehensive analysis of interactions across various communication channels.

Products and Platform

CX Accelerators:

Accelerate transformation with pre-built framework like IntelliRAG designed to ensure faster adoption and operational readiness.

Innovation CoLab:

Collaborate to co-build domain centric solutions and offer seamless go-to-market strategies.

Domain-Led SaaS CX Solutions:

Scalable, industry-specific solutions delivered through custom SaaS models to ensure flexibility and agility.

AI Native and Deep Tech Research Led

Domain Centric Human Expertise

MAKE EXPERIENCE YOUR FACTOR

Empowering
Engagements

AIonOS

Explore how AIonOS can revolutionize your customer engagement and streamline operations. Let our CX experts craft innovative, AI-led solutions tailored for your business needs. Reach out to us at **info@aionos.ai**.