

## CX - Customer Experience Solutions

### Tailored Solutions For Your Business

We offer a complete suite of Contact Center (CX) solutions designed to elevate your customer interactions and streamline your operations. Our integrated solutions encompass industry-leading technologies from top providers such as Microsoft, Five9, LevelAI, RingCentral, Zoom, and Sinch, ensuring you have the best tools to meet your business needs. We can offer you a diverse range of contact center solutions tailored to your specific business needs:

**UCaaS Solutions** that integrate multiple communication methods (such as voice, video, instant messaging, and email) into a single, cloud-based platform designed to enhance internal communication and collaboration within organizations.

**CCaaS Solutions** that provide a cloud-based customer service solution that allows organizations to manage their contact center operations efficiently. Features include call routing, customer interaction analytics, and multi-channel support.

**CPaaS Solutions** that offer cloud-based platforms that enable developers to add real-time communications features (like voice, video, and messaging) to their applications without needing to build backend infrastructure and interfaces.

### Deliverables

A solution that includes:

-  CX Needs Assessment
-  Vendor Comparison & Analysis
-  Integration & Compatibility Review
-  Implementation/Deployment Plan
-  Continuous Improvement

### Outcomes

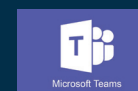
- Improved Operational Efficiency
- Enhanced Customer Satisfaction
- Better Data-Driven Decision Making
- Scalable Future-Proof Solutions
- Return on Investment (ROI)

Custom CX Solutions For: Retail ♦ Healthcare ♦ Finance ♦ Telecommunications ♦ Hospitality

### Why Lightstream?

Lightstream is a leading IT Integrator with 20+ years providing network integration services. We are partnered with the top technology leaders, global carriers, network service providers and cloud platforms to deliver tailored solutions to meet specific requirements.

### World-Class Solution Providers



and others...

#### Lightstream

208 N 2100 West, Suite 200  
Salt Lake City, UT 84116  
977-95-LIGHT (54448)

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