

Zappix and GTS Launch Advanced CX and Call Center Capabilities for North American Enterprises and Government Sectors

BURLINGTON, MASSACHUSETTS, UNITED STATES, April 17, 2024 /EINPresswire.com/ -- [Zappix](#) and [GTS](#) have launched their advanced Customer Engagement Solutions and Call Center Operational Enhancements for North American enterprises and government clients, marking a significant step forward in customer service and operational efficiency.

A key highlight of the partnership is the joint deep integration work achieved with Cloud Contact Center Solutions including Genesys Cloud and Amazon Connect. Leveraging GTS's expertise in Genesys Integration and Amazon Connect Integration on the Genesys and AWS platforms and Zappix's innovative Visual IVR Technology that seamlessly integrates with both, clients are now equipped with a comprehensive solution that brings advanced visual and digital functionality to customers while bridging digital and voice interactions.



Zappix and GTS have launched their advanced Customer Engagement Solutions and Call Center Operational Enhancements for North American enterprises and government clients.

“

By combining Zappix's Visual IVR Technology with GTS's expertise with Genesys and AWS, we are revolutionizing the way businesses engage with their customers.”

Bob Barrows, VP of Global Partnerships at Zappix

“We are thrilled to partner with GTS to deliver cutting-edge CX and Call Center Operational Enhancements to our clients,” said Bob Barrows, VP of Global Partnerships at Zappix. “By combining our Visual IVR Technology with GTS's expertise with Genesys and AWS, we are revolutionizing the way businesses engage with their customers. This collaboration underscores our commitment to driving innovation and delivering tangible results for our clients.”

The partnership marks a significant industry milestone in

elevating Seamless Customer Engagement and automating operations for businesses in expedited implementation timeframes. In addition, achieving Real-Time Data Synchronization ensures a seamless transition between digital and voice channels, empowering customers to resolve inquiries efficiently and effortlessly, and subsequently reducing the operational impact on the business operation.

"This partnership between GTS and Zappix brings together the best of both worlds in Customer Experience Solutions and Call Center Operational Enhancements," says Ram Agarwal, Founder and CEO at Global Technology Solutions. "Together, we're not just enhancing Customer Experience Solutions; we're setting a new benchmark for excellence and innovation in the industry."

The collaboration between Zappix and GTS represents a significant step forward in the evolution of Customer Service Automation and Call Center Solutions. By harnessing the power of Visual IVR Technology and deep integration with the Genesys and AWS platforms, clients can unlock new levels of efficiency, productivity, and Customer Satisfaction.

Key Highlights:

Customer Engagement: Combining Zappix's Visual IVR Technology with GTS's expertise improves digital and voice interaction transitions, enhancing the Customer Experience.

Operational Efficiency: Deep integration with Genesys Cloud and Amazon Connect streamlines Cloud-Based Customer Service, reducing time and effort.

Real-Time Synchronization: Ensures customers resolve inquiries efficiently, improving satisfaction and reducing operational impact.

Technological Innovation: The partnership's use of AI Customer Service and cloud solutions delivers new functionalities in Customer Service.

Discover how our combined solutions can transform your Enterprise CX Solutions and Government Sector Digital Transformation by visiting www.zappix.com and www.globotek.com.

About Zappix

Zappix offers an AI-Powered Digital Engagement Platform transforming customer service with digital outreach and Visual IVR, streamlining interactions, and providing actionable analytics. This drives cost savings, improves Customer Experience, and opens new revenue avenues.

About Global Technology Solutions Inc.

GTS redefines Customer Experiences with cloud and AI, specializing in Genesys Cloud Contact Center, UiPath RPA, and AWS Cloud Solutions, aiming to build trust and loyalty through technology.

Media Contacts

Shannon Colbert

Zappix, Inc.

781-739-2770

marketing@zappix.com

PR Team

Global Technology Solutions, Inc.

855-245-6285

prmedia@globo-tek.com

Shannon Colbert

Zappix

+1 781-739-2770

shannon.colbert@zappix.com

This press release can be viewed online at: <https://www.einpresswire.com/article/702943373>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2024 Newsmatics Inc. All Right Reserved.