

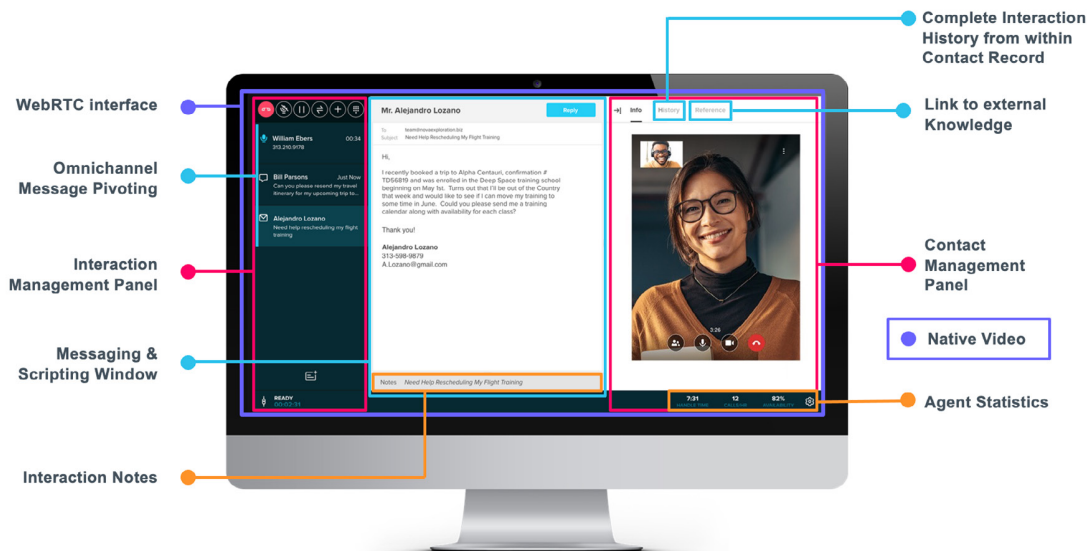


# CxEngage

**A contact center solution designed for today's global, digitally transforming business.**

Today's customers have demanding expectations. This is especially true within customer-service organizations where customers expect an omnichannel, connected experience with effortless problem resolution. With CxEngage, we'll help you exceed these expectations.

CxEngage is a contact center solution designed to meet your needs and work in your environment. Unlike monolithic architectures and on-premises solutions, CxEngage is a 'born-in-the-cloud' platform delivering true omnichannel support with all the up-to-date capabilities required by today's contact center. And designed to 'just work' while powering up your customer experience.



## Key Capabilities:

### TRUE OMNICHANNEL SUPPORT TO DELIVER AN UNMATCHED CUSTOMER EXPERIENCE

Immediately implement voice and digital channels, all the channels with seamless switching and pivoting across channels while maintaining the conversation with your customer. It is a truly connected experience with retained history across channels.

### SINGLE PANE OF OPERATION FOR GREAT AGENT EXPERIENCE

Your agents will operate on a highly usable platform with a single pane of glass for activities across all channels. All the information pertinent to the call is served up on the same screen removing the need to switch between multiple applications.

### NATIVE VIDEO CAPABILITY FOR HIGH TOUCH USE CASES

Effortlessly engage with customers with pivot to video as a click of a button from any channel and on any device. With nothing to download, it is just as easy for your customer to migrate to a video conversation. Improve your engagement with customers, expand use cases and addressable market with our native video capability.

### ULTIMATE FLEXIBILITY TO FIT YOUR ENVIRONMENT WITH AN API FIRST APPROACH

We understand that no two business environments are alike. You'll benefit from our pre-built integrations to Salesforce and Zendesk and other popular applications or you can leverage our API-first design to integrate with your proprietary applications and accelerate your digital transformation goals.

### GLOBAL AND HIGHLY RESILIENT SERVICE

True global voice deployments offering security, compliance of traffic routing in-region and consistent solution parity across all regions.

### SEAMLESS MIGRATION AND UNPARALLELED SUPPORT

Whether it's your first move to the cloud or from another cloud provider, we've got you covered. Your migration is supported through a roadmap with clear deliverables to keep you in control. And post-implementation, your business is treated with white-glove service with our dedicated customer success teams.

## A Market Leader in Cloud Contact Center and Video Conferencing

### REVIEWS



### KEY CUSTOMERS



### ABOUT LIFESIZE

Lifesize delivers immersive communication experiences for the global enterprise. Our complementary suite of award-winning cloud video conferencing, advanced collaboration and cloud contact center solutions empowers organizations to elevate workplace collaboration, boost employee productivity and improve customer experiences from anywhere and from any device. To learn more about our analyst-recognized solutions and see why tens of thousands of leading organizations like RBC, Yale University, Pearson, Salvation Army, Shell Energy and NASA rely on Lifesize for mission-critical business communications, visit [www.lifesize.com](http://www.lifesize.com).

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