Omnichannel experience

Improve customer experiences with a choice of service and support channels

➡ Customers limited in their choice of channels?

Give customers a choice of digital and assisted channels to suit their current context.

➡ Can't get a single view of the customer across channels?

With Hornbill you get a complete view of customer touchpoints in one platform.

➡ Can't provide a seamless cross-channel experience?

Manage all channels in one app, enabling seamless channel-switching.
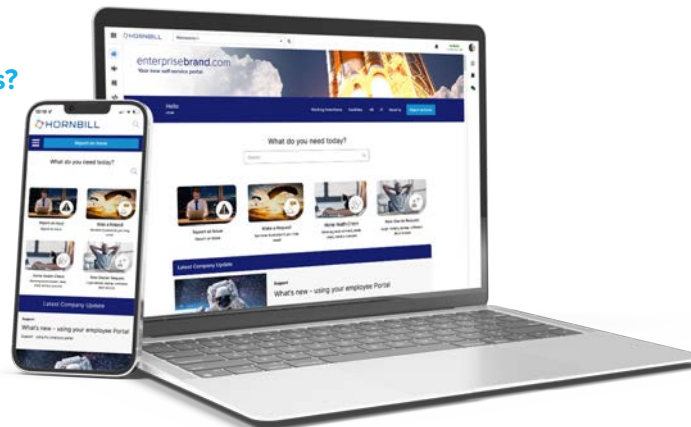
Hornbill makes it easy to manage customer interactions across all channels

Give customers a seamless experience across web, mobile, email, phone, walk-up, and collaboration platform channels. Hornbill ties together interactions to give you a complete view of customer interaction—in a single cloud app.

OEC®

" *With Hornbill, it's easy to create and manage complex workflows.*"

Omnichannel service and support benefits

- ✓ The customer chooses the best channel for their current need.
- ✓ Reduce friction in the customer experience.
- ✓ Shift traffic from non-scalable 1-to-1 channels to scalable digital channels.
- ✓ Significantly reduce support costs.
- ✓ Improved employee productivity and satisfaction.
- ✓ Reduce stress on your service desk—and cut staff churn.

What's different about Hornbill?

→ Effortless upgrade.

Continuous delivery of new features (automatically applied) means no upgrade effort.

→ 100% focus on service management.

Everything we do is about helping customers achieve service excellence.

→ True cloud app.

Built as a cloud app, Hornbill has zero application management overheads.

Omnichannel experience

What can you do with Hornbill?

➡ Fit the customer's context

Let customers choose the channel that's right for them, right now. Web portal when they're at their desk. Mobile app in the airport. Phone when they have really need to speak to a human being.

➡ Switch channels freely

Customer are never restricted. They can log an issue in their enterprise collaboration app, check status on their smartphone app, and open a live chat to escalate the priority.

➡ Omnichannel customer view

To ensure customers get a seamless experience, service desk analysts can see a full history of interactions and information gathered. They'll never need to ask the customer the same question twice.

> " *Give it a try, you won't regret it. Hornbill are super supportive! 100% would recommend.*"
>
> ★★★★★

✓ **Improve customer experience**

Choice of channel boosts employee and customer satisfaction.

✓ **Cut service desk calls**

Divert calls to digital to make more time for 1-to-1 interactions.

✓ **Support home working and hybrid**

Channel options mean employees can interact in the way that works best for them.

✓ **Channel reporting**

Get valuable intel on when and why your customers and employees use different channels of interaction.

✓ **Guide your omnichannel strategy**

Use detailed information on service and channel demand to plot an effective omnichannel roadmap.

✓ **Drive improved experience**

Measure the quality of customer and employee experiences to pinpoint areas for improvement.

Our mission is to enable your mission
www.hornbill.com/contact-us

Automate 90% of routine workloads across your organization with enterprise automation everyone can use. Save 1000s of hours by digitalizing interactions and automating workloads. Crush the daily grind and free people to pursue your true mission.