

S-NET Engage

Intelligent Omnichannel
Contact Center Solutions
to Help You Boost
Customer Satisfaction
and ROI



Deliver exceptional, AI-powered customer experiences across multiple channels, including voice, SMS, email, social media, video, and chat using a single platform. S-NET Engage is a comprehensive, omnichannel contact center solution that provides all the tools you need to make every customer interaction with your brand a success.



Solutions

S-NET offers a fully managed omnichannel contact center platform that empowers businesses like yours to meet their customer satisfaction and retention goals. S-NET Engage solutions are fully tailored to your unique business needs and managed by our team of experts.



Services

S-NET provides concierge services throughout the customer's journey. Our dedicated team conducts a business needs assessment and facilitates the S-NET Engage implementation from beginning to end for a smooth transition to enhanced contact center solutions.



Support

S-NET's white-glove support ensures your business receives dedicated attention for your S-NET Engage solution. We provide a dedicated Client Technology Advisor, 24/7/365 technical support, and regular system maintenance to ensure your ongoing success.

S-NET Engage Benefits

Customer Centric

Meet your clients on their preferred channels of communication and create exceptional omnichannel customer interactions using an intuitive drag-and-drop IVR designer.

Custom Solutions

Tailor all automated workflows to the unique needs of your clients and business. S-NET Engage empowers you to customize reporting and track the KPIs that matter most to your business.

Improved Efficiency

Empower your staff to connect with customers efficiently across channels using a single, intuitive user interface and let AI-powered self-service speed up customer support.

Powerful Integrations

Provide your team with a unified software ecosystem by integrating your contact center platform with your CRM, ticketing system, and the powerful AI engine of your choice.

Deliver engaging customer service on any channel with powerful features.



Seamless Communications

Manage the customer journey across multiple communication channels through a single, user-friendly platform.



Automated Client Experiences

Automate your customer interactions with a drag-and-drop designer to deliver a seamless brand experience on every channel.



Efficient Routing

Use skills-based routing to assign each client inquiry to the best suited agent and optimize your team's workload with sophisticated routing policies.



Sentiment and Text Analysis

Understand your clients' intent and state of mind to offer more personalized service and the best possible customer care at any given time.



Triggers and Automations

Automate repetitive tasks or processes with API customization and answer more client inquiries without increasing headcount.



Scripting Tool

Give your employees the scripts they need to handle each customer interaction efficiently, courteously, and according to brand guidelines.



Customized Reporting

Monitor KPIs and make informed decisions about staffing, workload management, and customer service with built-in and custom reports.



Unified Software Ecosystem

Connect your CRM, ticketing system, messaging app, or preferred AI engine for efficient workflow management.

S-NET Engage Plans and Features

	CORE	ULTIMATE
Omnichannel Voice, SMS, Email, Web Chat, Fax, Facebook Wall & Messenger	✓	✓
Open/REST API Integration for the Integration of Additional Channels	✓	✓
Robust Interactive Voice Response (IVR) System & Automatic Call Distribution (ACD)	✓	✓
Advanced Contact Center Management Features Including Whisper, Barge & Call Recording	✓	✓
Real Time Monitoring, Pre-Built Reports & Custom Analytics	✓	✓
Flexible, Intuitive, Browser-Based End-User Interface for Agents and Supervisors	✓	✓
Built-In Contact Management, Unified Contact Records & Custom CRM Integration	✓	✓
Chatbot Integration for Automated Customer Interactions & Self-Service Solutions	✓	✓
AI Sentiment Analysis Integration for Evaluating Emotional Tone in Customer & Agent Messaging	✓	✓
Text to Speech (TTS) & Automated Speech Recognition (ASR) Integration	✓	✓
Outbound Dialer for Automated Outreach	—	✓
Agent Scripting Tool for Seamless Interactions	—	✓