



WHY USE WILMAC FOR ENLIGHTEN XO?



In contact centers, executives and C-Suite leaders are prioritizing budget for artificial intelligence and automation. That's great, but where do you even start?

With tons of artificially-intelligent driven offerings in the marketplace, it can be difficult to analyze your current situation objectively and prioritize what investment in AI should come first.

Our solution: **USE AI TO IDENTIFY YOUR BEST OPPORTUNITIES FOR AUTOMATION**

Enlighten XO analyzes your current system and customer interactions to help you prioritize what areas of your center you should automate that will yield the highest return. By giving you objective clarity, the guesswork in applying artificial intelligence and automation is removed completely.

INCREASE DIGITAL
RESOLUTION BY

5X



INCREASE SELF-SERVICE
RESOLUTION RATES

ACCELERATE
TIME-TO-VALUE BY

100X



AUTOMATE COMPLEX
CUSTOMER NEEDS

DECREASE
COST TO SERVE BY

5X



WHAT DO I GET WHEN I WORK WITH WILMAC?



WHITE GLOVE SUPPORT

We are committed to providing customers with a high level of personalized services. This includes dedicated support personnel, customized solutions to your goals, and fast response times. Our goal is to exceed your expectations.



TWICE THE RESOURCES

Wilmac Tech is a premier partner and provider of industry-leading cloud contact center solutions from Five9 and NICE CXone. Besides being objective experts, you gain access to both our responsive service team and the vendor's service team. You receive twice the help and resources for the cost of a single solution.



SPEED OF SERVICE

Our team has a standard for responsiveness that many large vendors can't accommodate. We understand the urgency of your questions and problems and will get back to you in record time.



CONSULTANT & ADVOCATE FOR YOU

We understand that your tech stack is unique to you. We've worked in this space for over 30 years, and have partnerships with many of the leading vendors. They can be difficult to navigate. When you choose Wilmac Tech, you're buying into a partnership that is ongoing; we will always be there to help you find the best solution for your company and be an advocate in times of need.

Your contact center is a finely tuned machine, and we're here to offer you a wide portfolio of products, solutions, and services as a vendor agnostic provider. One thing's for certain, though -

YOU MUST LEVERAGE AI TO REMAIN COMPETITIVE IN PROVIDING A POSITIVE CX

and we're here to help you understand what to prioritize and where to dedicate your resources.

ABOUT WILMAC TECH

Wilmac Technologies is a premier global provider of sales, professional services, and support for the world's most widely used Communications Recording and Customer Experience technologies. Wilmac Technologies' Cloud Contact Center, Communications Compliance, and Enterprise Information Archiving (EIA) solutions are powered by best-of-breed products and dedicated sales and support teams. Through its own development, partnerships, and leading vendors, Wilmac Technologies is committed to providing customized solutions for every customer, regardless of industry type or business size. Wilmac Technologies' experience and expertise serves a variety of industries in North America including regulated institutions (financial services, healthcare, insurance), Contact Centers, and Public Safety Organizations.

