

Omnichannel intelligence 24x7

Sainapse – Your killer app for current times



S Omnichannel intelligence 24x7 shaping future of B2B Customer Service

B2B customers have now come to demand B2C experience. Across studies slow response time and inability to find the right answer first time are emerging as key areas of dissatisfaction. Couple that with complexity of products and asks, add expectations of omnichannel engagement and what we have in hand is the new normal of Customer Service.

Gone are the days of marketing where customers found companies and their onsite sales teams panned out to help them research and evaluate. Deep dive technical information request needed a visit and a month to plan. B2B customers now demand ability to find, research and compare with competition entirely online.

Cut to aftermarket. Customer's products with all its geo specific spec and support commitment variants are in use across global operations. Her expectation is to have a unified cross language omnichannel problem solving capability that cuts through today's 'follow the sun' support centers and responds to requests instantly first time right.

Sainapse enables B2B customer support teams realize this new normal NOW.

Sainapse is built using proprietary high accuracy, extensible, scalable technologies that make it work seamlessly across engagement channels, system of records, knowledge sources and downstream enterprise systems.

In addition, Sainapse is language agnostic making it truly responsive to needs of multi-country multi-lingual service desks.

Companies enabling clients with their Digital journeys have in Sainapse an opportunity to create lasting impact like never before.

S Omnichannel intelligence 24x7 ainapse designed for customer extensions

Implementation of new age B2B Customer Support demands addition of new channels, new success markers displayed via new dashboards while protecting existing system investments and workflows. Sainapse Enhance Framework enables its Customers and Partners to design business process extensions and connect as bolt-ons that are upgrade proof.

Sainapse Enhance Framework offers a programming environment that's designed for building extensible workflows and analytics across platforms, making no demands for underlying process or asset changes. It includes

- Customizable UX
- APIs for integration with knowledge sources, system of records, remediation platforms
- Edge services to build workflows and rules as appropriate for specific customer implementations

Industry focussed Partners with their deep process and context knowledge can use Sainapse EnPoints, provided as part of Edge Services, and fit Sainapse to specific workflows without changes in existing process and data.

Sainapse®



Customizable UX framework



Customizable analytics & reports

Cognitive engine



Recommender engine



Classification engine



Summarizer



Inference engine



Cognitive search

Semantic extraction engine

Data adaptation engine

Remediation framework

Customizable Edge Services



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