

RiseXperience - A New Digital Contact Centre Solution

[Melbourne, 26th May 2020]: In an Australian market-first release, Rise.CX is today announcing the launch of RiseXperience, a new Digital Contact Centre Solution integrated directly with Amazon Connect. RiseXperience is a feature-rich, omni-channel CX platform natively built on AWS, and offers a new way for organisations to connect with their customers.

'We're the first movers launching this technology in Australia – a digital contact centre solution living on Amazon Connect and AWS, and completely integration-ready with any tech ecosystem, out-of-the- box. With powerful omni-channel and analytics capabilities inbuilt, it's the fastest way for organisations to adapt their business,' says Guy Elliott, industry veteran and co-founder of Rise.CX.

Josie Willis, Managing Director and fellow co-founder of Rise.CX, agrees. 'As an Australian startup, we really wanted to create something different in the industry, that was focused on people. Any change – no matter how brilliant – generates anxiety.

What's special about RiseXperience is we not only have a robust technology solution that's unique in the market, but also a proprietary delivery approach that focuses on readying people and culture for this adoption.'

Features and benefits of the RiseXperience platform include:

- A full-featured on-demand Digital Contact Centre, with powerful omni-channel and analytics capabilities
- Native built on Amazon Connect and AWS Cloud infrastructure
- A robust and highly usable inbound IVR and CTI Solution
- Per-minute, consumptive billing model with no minimum commitments
- A proprietary change and implementation methodology that up-skills teams and supports adoption.

For further information, please visit <https://rise.cx/> to find out more about RiseXperience.

About Rise.CX: Founded in 2018, Rise.CX is one of Australia's largest customer experience professional service providers. Rise.CX seeks to change the way organisations in Australia connect and engage with their customers and teams – and provides the tools, technology and support needed to do so.

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