



Deltapath Partner Case Study

Industry

Unified Communication

Headquarters

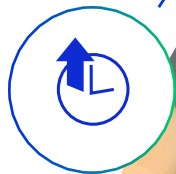
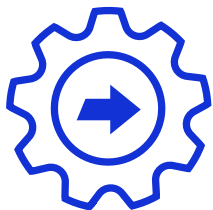
San Jose, California

Solution

Comm100 Omnichannel Technology

Comm100 Customer

Since 2001



Productivity





Partner Case Study

Deltapath is a specialty unified communications provider serving Global 1000 companies with a focus on integrations that boast productivity and faster business decisions by relaying the right data to the right person at the right time. By leveraging Comm100's Omnichannel technology, Deltapath is able to instantly add all the new modes of communication channels such as live chat, SMS, social media and consumer messaging apps into Deltapath's existing voice and video contact center solution, under the same umbrella to all of its enterprise customers.

With the global pandemic setting precedence on work from home, enterprises are demanding their communication platforms to allow people to work from anywhere. Gen Z customers are also demanding businesses to allow them to communicate in any way they want, from traditional wait in queue on the phone to asynchronous style messaging. Recent research shows that 53% of customers are more likely to shop with a business that they can message/chat.

Deltapath partnered with Comm100 to create a truly omni-channel contact center solution which covers everything from chat to voice to video and with a suite of AI tools that range from naturally interacting with customers when they chat or message to even calling the business on the phone. The partnership created an immediate pipeline growth of 20%.

70% to 80%

SAVING ON COMMUNICATION SPENDING

By combining unified communications and contact center applications under a single platform in businesses.

How Deltapath and Comm100 work together

Tight integrations have been done such that whenever an incoming call is assigned to an agent, the Comm100 agent console alert the agent and offer call controls such as answer, hold, and transfer. Agents would be able to utilize their laptops to take calls from anywhere. With today's trend of consolidating all channels of communications at contact centers, businesses are no longer separating their voice and digital teams.

As a result, it is expected of contact center solutions to consider all agents' status before an incoming chat or voice calls are distributed to an agent. Moreover, with the combined solution of Deltapath and Comm100, contact centers are no longer a silo from within their organization. Contact center agents as well as other departments will be on the same platform, allowing calls to be escalated / transferred to other departments as well as internal enterprise chat.



What could have taken us years, literally took us minutes – we got done in 1 day of man hours what would have normally taken us weeks. Combining our unified communications technology with the Comm100 platform allowed us to extend our capabilities with features like data analytics and AI-powered chatbot, offering us a huge advantage in the market place – for both growth and customer retention. We have grown our pipeline 50% in 6 months by being able to extend voice with a platform that offers all communication channels and gives our customers the opportunity to choose the channel (s) that is best for them and right for the occasion. And – we are just getting started!

— David Liu, CEO and Founder, Deltapath.