

illation

Company Profile



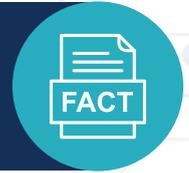
We grow customer confidence.



Why illation?

illation (n):

A conclusion or opinion formed on known facts.



At illation, we grow customer confidence. In everything we do, the customer's experience comes first. This is a principle we apply with our customers and, in turn, we help them to do the same with their own customers.

We are a South African based technology company specialising in crafting state-of-the-art customer experience journeys. Through our thoroughly curated list of partnerships with both local and international partners – many of which are Gartner-rated – we seek to bring together all the technological requirements necessary for exceptional customer engagements.

We use technology to improve business processes. We pride ourselves in being more than just a technology provider, as our team includes highly skilled business analysts able to assess the impact our solutions have on the operational level of business.

Together with our customers, we navigate their CX demands and apply technology to help them better serve the people that drive business – customers. At the same time, our technology helps to simplify processes, increasing overall employee productivity and satisfaction.

Digital transformation is about more than just technology, it's about how technology helps people and facilitates growth. That's at the core of illation's digital transformation process.



Digital transformation

The adoption of technology to help businesses automate processes, improve operations, drive innovation and improve customer service.

Our product suite caters to customer communication across all digital channels, bringing everything onto a single, customer-centric interface. This provides a seamless experience whereby customer service representatives can manage customers effectively.

Our solutions offering caters to customer engagement, contact centres, workforce management and collaboration, as well as UC, back-office and work from home solutions.

B-BBEE Status



Level 2 BEE contributor.



Our Digital Transformation Team

No matter the size of a business, we believe digital transformation is possible, and it's our mission to facilitate change and make innovation possible. Our focus is improving CX through technology by merging technological solutions with real-world business operational requirements.

To reach our goal of better CX, we've planned our team carefully to ensure the perfect balance between technical and business skills. Our team consists of technical skill and business professionals so we can ensure all our technology solutions are making an impact.

Digital Transformation Strategy

Customer engagements should feel simple and natural to customers. On the business side, however, it takes careful planning to offer the seamless experience modern customers demand.

Taking a proactive approach to customer experience means anticipating customer wants and needs. It means genuinely impressing customers by answering customers' questions before they ever ask them, possibly through self-service channels, which are always readily available.

A business that can take actionable insights and apply them to CX can offer customer engagements that are truly a cut above the rest.



Our digital transformation strategy is built around seven key pillars catering to specific areas of the customer journey. Along every step of the way, we offer solutions that fulfil the necessary criteria for optimal performance.

By planning our solutions around digital transformation, we're able to more effectively assist our own customers in transforming their customer engagements. Remarkable CX and highly efficient business operations is the end goal, not technology. At illation technology is a means to an end.



Partners

We partner with the following best-in-class, global industry leaders:



zendesk

Omnichannel customer experience and ticketing.



infobip

WhatsApp and SMS integration, chatbots and payment gateways.



Back office and unified communications solution.



Contact centre and omnichannel solutions provider.



Collaboration and project management operating system ideal for remote teams.



We're a diamond partner with co-delivery status for Avaya Enterprise and IP Office solutions.



Advanced workforce management and analytics for SMEs.



VIRSAE

Management system for communication systems.



World-leading business cloud hosting platform.



Gartner-rated speech analytics and WFM software.



Proudly South African

At illation, we proudly support local technology. South Africa boasts world-class technology solutions within the ICT sector and we strive to support this growing market.

BullTech

BullTech is a specialist company providing network, telecommunications and Linux solutions. Their offerings include VoIP minutes and SBCs, PABX and UC products, networking and security solutions, contact centre solutions and custom-built Linux clusters. Through harnessing top skill within the ICT sector, BullTech is fully capable of both new deployments and support of existing environments.

Callbi
Speech Analytics

Callbi is a local South African speech analytics solution with the unique ability to record and analyse customer interactions in English, Afrikaans, isiZulu and Sesotho. Another key benefit of Callbi speech analytics software is that, as a recorder agnostic solution, no integration with existing platforms is required. Benefits extend to capabilities such as speech-to-text to allow for optimal analysis of every contact centre call.

flowgear

Flowgear supplies specialised APIs that allow for effortless integration of various applications. With Flowgear, integrations can be achieved without the need for coding, ensuring better turnaround times and less demand on human resources. With over 200 pre-built connectors supporting major applications such as Zendesk, WhatsApp, Sage and more, setting up an efficient environment couldn't be easier.

GEN
analytics & artificial intelligence

Genii specialises in business-wide analytics through its analytical QA modules and interaction analytics insight engine. The company helps B2C companies improve customer experience (CX), sales, retentions and collections by extracting deep customer insights from all customer interaction channels, including voice, email and chat. Genii provides customer technology solutions, artificial intelligence (AI) and machine learning solutions to Top 500 companies within the financial services, telco, healthcare, insurance, automotive and retail sectors.



Our Products



illation's Advanced Email Routing is a product-agnostic, workflow-based solution that intelligently routes e-mails within contact centres. Emails can be routed based on content, configured triggers and identified customer intent, as well as keywords located within emails' subject lines or body text. CSAT scores from previous engagements between a specific agent and customer can also influence routing (i.e. customers can be routed to their favourite agents) - allowing for 'cherry-picking' within email interactions.

SBCs

illation's SBCs offer all the benefits of internationally acclaimed SBCs, but as locally-developed alternative. Our SBCs enable a fully-connected experience across your VoIP network, while ensuring security and compliance is maintained at all times.



Our CLI randomiser enhances outbound call productivity by enabling higher Answer Success Rates (ASR) on outbound calls and calling campaigns. The CLI manager provides detailed metrics regarding current number allocation success rates. The ability to automatically pick up and use successful CLIs enables your business to get better results on outbound calls.



TeamsCaller adds a softphone directly on the Microsoft Teams application interface. This softphone facilitates better workflow, as employees can make and receive calls directly from Teams. With TeamsCaller, everything the user needs is easily accessible from the Teams application, either on the desktop app, or a mobile device. TeamCaller can also integrate with your PABX solution, so Teams users can easily communicate with PABX users.

Our Business Enablement Services

At illation, we believe that technology should have a tangible impact. This is why we have a team dedicated specifically to delivering Business Enablement Services.

The Business Enablement Services team offer consulting and planning services to ensure that every solution we deploy is aligned with the ultimate goal of improving customer experience and satisfaction levels.

By bridging the gap between technical understanding and business skills, our business enablement services allow us to ensure that the solutions we offer are as dynamic as our customers' needs. Additionally, our Business Enablement Services ensure that our customers can take advantage of new technology to improve efficiency and stay relevant where necessary.

Contact



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