



Unlock Cross-channel Communication

Interact with your customers on their preferred communication channels

Switch between SMS, voice, social media, live chat, email, or WhatsApp seamlessly with no wait times. Let our platform do the work and free up your customer teams to focus on high value interactions.

Centralised hub for customer data and interactions

Customers expect nothing less than a consistent experience across the channels you communicate on, and 73% might switch brands if they don't get it. With ConnexAI's Omni centralised hub, users can move between all channels with ease.

Fully integrated Live Chat

Seamlessly integrate Athena's AI Agent alongside your teams to maximise workforce efficiency. Let AI initiate more leads with the ability to escalate interactions to a person when the human touch is needed. Give quick, effective responses to your customers' queries and achieve up to a 40% increase in conversion rates.

Innovative click-and-drop tool for creating customer journeys

Design each and every step of the customer's journey without writing one line of code. Seamlessly switch channels, sort enquiries, and build experiences that are so proactive and convenient that every customer will feel like a VIP.



SMS

Support straight to your customers phone



WhatsApp

Contact over 2 billion WhatsApp users



Voice

Organised and categorised dialling



Email

Keep responses neat and formal



Live Chat

Prompt website customers with Live Chat



Dialler

Next level features in a user friendly dialler



PCI DSS

Secure and trusted online payments



Flow

Click-and-drop tool for creating customer journeys



Athena Integration

Automate conversations with Athena



Social Media

Connect with billions of customers

Product Overview

Products to Power Any Business

**Athena**

AI designed to reshape customer engagement. Athena's flagship features redefine the possibilities of communication by enhancing internal processes and transforming interactions.

**Omni**

Every channel, in one easy to use interface, fully equipped with SLA timers, interaction history and message prompts. Enable self-service functions with AI generated canned responses.

**Quality**

Quality provides an intelligent blend of AI and Human assessment, providing the most comprehensive analysis of interaction behaviour. Group criteria to track patterns and trends across completed interactions.

**Form**

Create dynamic online forms with a user-friendly design canvas and advanced business logic. Save time and reduce errors by collecting the right data with conditional formatting and validation rules.

**Workforce**

Stay one step ahead by forecasting busier periods and allocating resource accordingly. Workforce provides custom scheduling tools, AI-based forecasting, and a user-friendly calendar system.

**Gamify**

Gamify brings users a fresh and engaging workplace experience. Combined with centralised business intelligence, Gamify offers real-time insights into team productivity and tools to boost workplace efficiencies.

**Knowledge**

Everything you need to create a detailed knowledge base, handle customer queries with ease, create training guides and build a holistic suite of articles brimming with guides to empower your customers.

**Link**

Enables seamless communication between colleagues. Send messages, share files, and connect with team members using voice and text. Collaborate effortlessly in a single, easy-to-use interface.

**Monitor**

This pioneering screen recording software enables intelligent recording, playback and reviewing of your team's activity to provide an unmatched level of insight, allowing management to improve efficiencies.

**Marketplace**

Select from 100s of popular apps in our Marketplace, or build custom routines to suit whatever workflow you want. Enjoy our no-hassle approach to integrations, whether you're taking payments or managing projects.

CONNEX AI PRICING SCHEDULE

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Core Products Minimum 50 licenses		Standard Pricing
 Omni		£100 to £135
 Quality		NA
 Form		NA
 Workforce		NA
 Knowledge		NA
Athena Minimum 50 licences		Exclusive Discount
 Athena LLM		Included
 AI Agent		£300 - £400
 AI Voice		Included
 AI Guru		Included
 AI Analytics		Included
Inclusive Add-ons		Pricing
Onsite Training		£0.00
24/7 Support / Implementation		£0.00
Unlimited Interaction Storage for 7 Years		£0.00

CONNEX AI PRICING SCHEDULE

Telco

Call Charges* - per minute *billed to the nearest second		Landline / Mobile (Per Minute)	
Outbound		£0.008 / £0.025	
Inbound		£0.00 / £0.00	
SMS Charges	Monthly cost per line		SMS cost per message
	£43.00		£0.0372
WhatsApp			
Whatsapp Integration		£158 per month	
Whatsapp Platform Transaction Fee		£0.01 per message	
Templates need to be submitted to Connex, we will submit for approval with WhatsApp WhatsApp template message fees available at: https://developers.facebook.com/docs/whatsapp/pricing#gbp			
Meta - Facebook & Instagram			
Meta interaction charge		£0.01 per message	