

Save your employees  
from repetitive work  
with the power of  
**Generative AI**



**eccentex**  
**HyperAutomation Cloud**

Digitize > Automate > Optimize

**EVERYTHING**



# Business Process Automation has never been easier!

Leverage the combined  
power of federated  
AI services to discover,  
design, deploy and  
operate your business  
processes with the  
highest efficiency  
and best CX.

**Go beyond just purchasing a software!**

Visit **Eccentex.com** to learn about our  
**HyperAutomation as a Service** offer.

Get everything you need to support your customers' journey  
through Self-Service, Front Office and BackOffice operations  
including Bots, Case Management, CRM and BPM Applications,  
Knowledge Management and Messaging Automation services.

Contact us, or learn more about our Business Applications - AI Services - Ecosystem Integrations

Eccentex Sales

Eccentex.com

Eccentex.ai

Eccentex.io






# BUSINESS BENEFITS



**HyperAutomation Cloud**  
**enterprise edition**


**Deliver value to all employees and stakeholders without sacrificing CX**




**Single Platform** to support collaboration between advisors, knowledge workers, service representatives, team leaders to reach better productivity and ensure all customer commitments delivered on time.




**HyperAutomation as a Service™** offers 24/7 DevOps support and preventive maintenance to free up high value IT resources.




**Smart Knowledge Base** with elastic search and AI assisted recommendation engine enabling the teams to capture, co-develop and share knowledge across all processes and customer cases.



**Low-code / No-code application Development** capability supported by visual builder eliminates IT lacks and speed up go-to-market efforts.



Built in **Employee Management** tools supports managers and team leaders to automatically assign resources, coach employees, set priorities and handle escalations in timely manner.



**Extensive Reporting** allows leaders to track activities, get notifications about process, compliance or capacity issues that needs attention.



**Customer Experience** leaders can leverage the Dynamic Case Management capability of HyperAutomation Cloud to support ad-hoc, non-linear processes and complex case types.



**Operational Efficiency** delivered through agile business applications and self-service portals that supported by federated AI services.

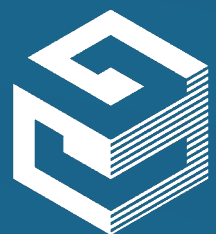
[Watch the demo ▶](#)

**100%** of business process related documents can be digitalized, pre-, and post-processed and automatically, stored safely and searched easily

**95%** of all business processes can be automated, and the rest must remain manual to ensure the highest level of flexibility and customer satisfaction

**80%** of incoming emails can be analyzed and answered automatically and majority of the necessary follow up tasks and cases can be created autonomously

**75%** of the highest valued resources working on some manual tasks that can be easily automated or even eliminated by better a process design.

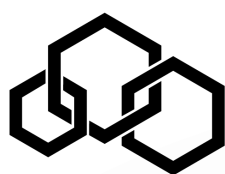


**eccentex**

# Dynamic Case Management is more than a Work-flow and HyperAutomation Cloud is more than a Case Management

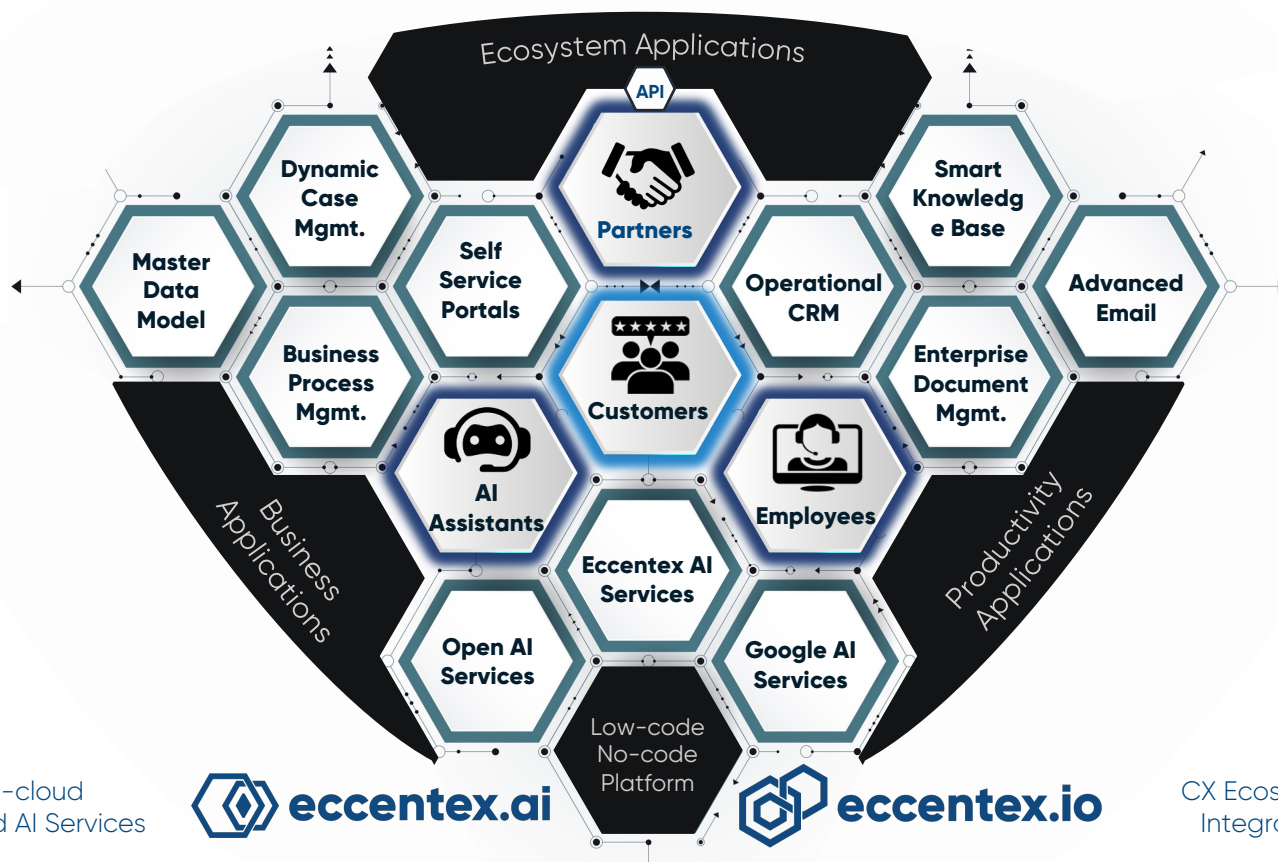


Manage your entire Case Processing Ecosystem with a single platform



## HyperAutomation Cloud

High Level Architecture

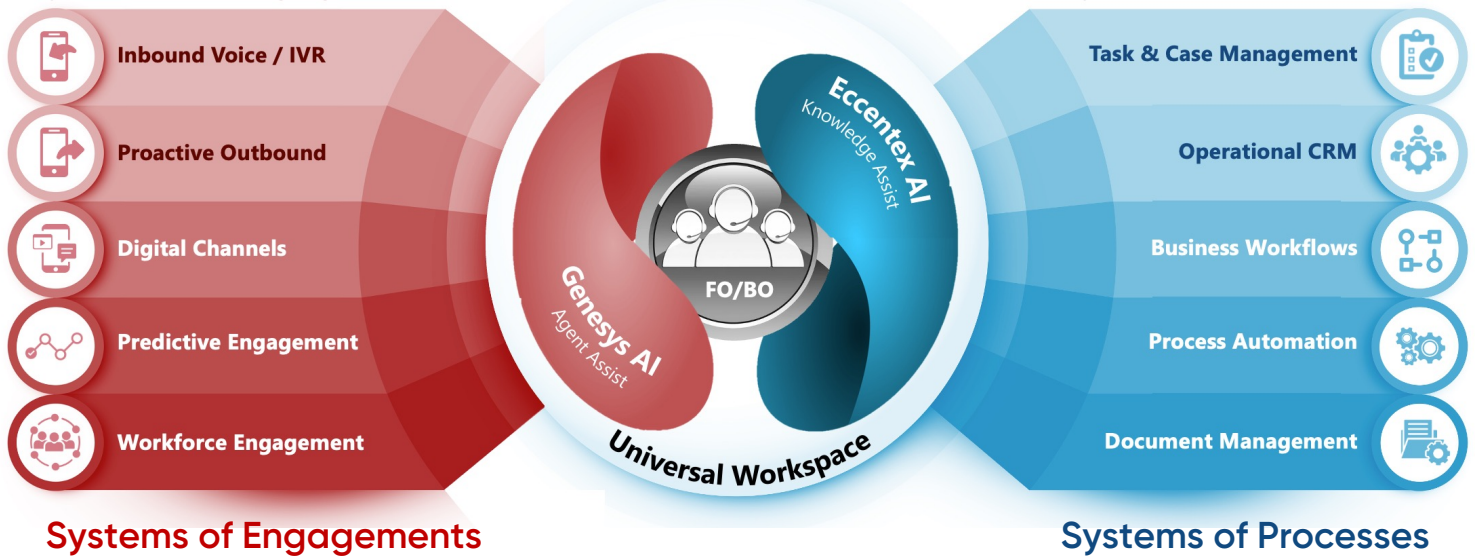


Automate your processes, assist your customers, gain efficiency and empower your employees with the help of Eccentex HyperAutomation Cloud





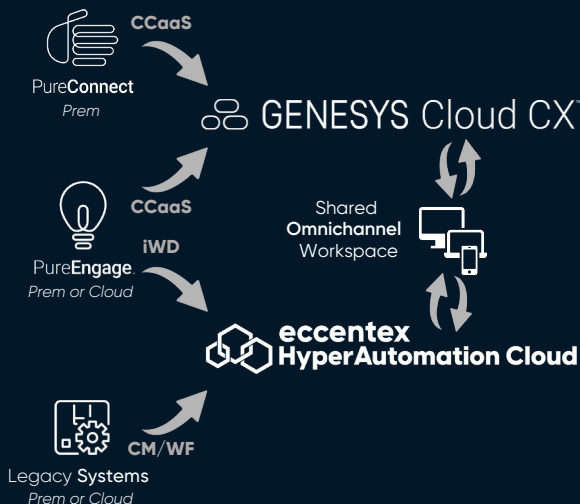
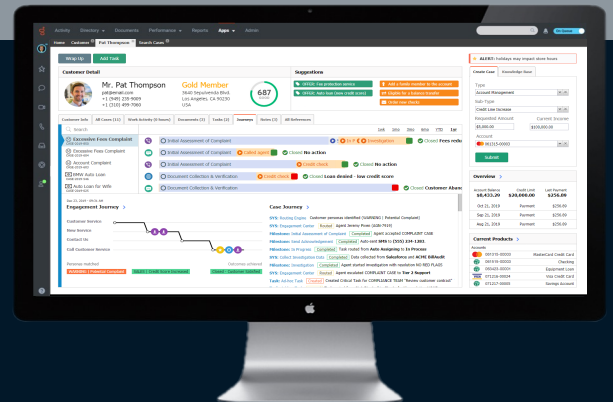
## OMNICHANNEL INTEGRATION BENEFITS



### Universal Workspace

Eccentex is a premium Appfoundry partner of Genesys. The **ServiceJourney** product had been specifically developed and designed for Genesys customers' and it is seamlessly embedded in Genesys Omnichannel Desktop through a dynamic iFrame.

Genesys users can leverage the **Dynamic Case Management**, **Advanced Email Automation**, **Smart Knowledge Base** and **Enterprise Document management** capability of Eccentex inside in their Genesys workspace.



### Cloud Migration Accelerator

Eccentex **HyperAutomation Cloud** and all its components are tightly integration with all current and legacy Genesys platforms such as Genesys Cloud CX, Genesys PureEngage Premise, PureEngage Cloud and Genesys PureConnect.

Customers who are planning to migrate from any legacy Genesys platform to Genesys Cloud CX can get support from Eccentex to replace their legacy Case Management, BPM, Workflow Automation solutions that tightly integrates with Genesys Cloud CX.