

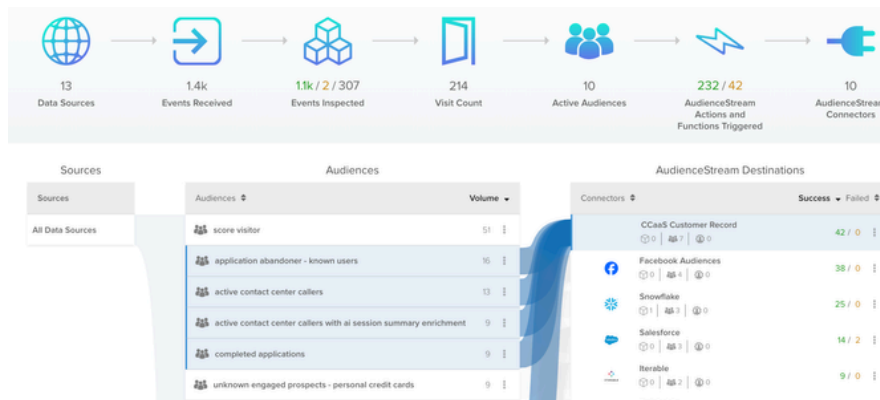


Empower Your Contact Center With Real-Time Customer Context

TEALIUM FOR CONTACT CENTERS

Agents have the scripts, but they lack the digital context to solve high-stakes frustrations.

Tealium bridges the gap between digital behavior, intent and the contact centers, delivering clean, consented, real-time customer profiles directly to your agents before they even say "hello".



What you get:

PRE-CALL

Prioritize by Value
Improve Routing

JOURNEY

Orchestrate the Path
Increase Deflection

DURING CALL

Arm Agents with Context
Reduce AHT / Increase FCR

POST-CALL

Recover Relationships
Reduce Churn

Why Contact Center Leaders Choose Tealium:

Native Integration With Your Stack Unifies Experiences: Break down silos between web, mobile, and voice data. Whatever your CCaaS platform, fuel it with the same real-time context powering your marketing.

Better Agent Performance Reduce AHT & Boost FCR: Give agents the "why" behind the call. By knowing a customer was browsing "cancellations" or "mortgages" seconds ago, agents can resolve issues faster and with higher empathy.

Compliance by Default Secure & Consented: Ensure that customer data entering the call center adheres to privacy regulations (GDPR/CCPA/etc.) with automatic consent enforcement.

Native Integration with Your Stack



Ready to accelerate your contact center initiatives? Schedule a demo at: tealium.com/demo.