



Executive Overview

Qiiq's customer-centric AI solutions are for enterprise brands that need to improve customer experience (CX) outcomes and want to leverage AI to do so while ensuring both AI assistants and humans play their strongest roles.

Qiiq's solutions remove silos between channels, AI, and humans, allowing the conversation context to travel with the customer and creating a seamless journey that only Qiiq can deliver.

Unlike other AI Assistant vendors, Qiiq has opened the AI black box and invites customers to be involved in as much or as little of the creation, deployment, and management of their custom AI Assistants as they need.

Product & Service Offerings

- Generative AI (qAI) Customer-facing Assistants across voice (multimodal), digital and email channels
- Agent-facing qAI Assist and Coaching
- Enterprise-grade AI Analytics
- Asynchronous Contact Center

Sales Engineer Take On Best Fit

Qiiq offers voice, digital messaging channels, and email bots for conversational self-service as well as Agent Assist features. Ideal candidates include anyone that has customers "seeking help" as well as companies wanting to optimize outcomes (driving revenue, cost savings, improve CX).

John Paullin - Field Sales Engineer UCaaS, CCaaS

Key Features & Differentiators

AI Studio - The Future of AI in Customer Experience

- AI Conversational Design and Development Environment built to orchestrate AI for CX and the process that surround it
- The conundrum of build versus buy is nullified. Qiiq AI studio provides both Best of Buy and Best of Build - Qiiq meets customers where they are on the AI curve.
- No code, low code AI toolkit that includes data curation, experience orchestration, Debugging, Regression Testing and Analytics - Qiiq AI is not a "black box"
- LLM Agnostic
- Build once, orchestrate across all digital channels, email, Voice, Search and Analytics

Qiiq Asynchronous Contact Center

- Asynch built for the contact center agent - stop prematurely closing conversations on your busy customers!



- Fully AI enabled, contextual agent workspace
- Quiq's AI-powered, multi-channel agent workspace is designed with CX leaders and Contact Center Managers in mind providing a robust console for modern channels that drives speed, efficiency, and agent retention.

Top Industries Served

- Financial Services
- Media & Entertainment
- Hospitality (Hotels, Food, Beverage)
- Retail & Consumer Products / eCommerce

Ideal Customer Profile

Primary Target Prospect: Enterprise B2C orgs in the Retail/CPG, Travel/Hospitality, Consumer Services, Media and Financial Services Industries]

- Company with hundreds of thousands or millions of customers interaction with the brand hundreds of thousands or millions of times a year in sales or service.
- Companies who want to automate negative-value, redundant conversations out of their contact center

Primary Target Personas: Business and Technical Buyers

- Anyone in the org trying to figure out how to use AI to move the needle and may be considering building or buying an AI Platform.

Qualifying & Technical Questions

- What processes, workflows and CX journeys do you wish AI could automate for you?
- How do you see AI changing your business and industry in the next 2-3 years?
- Do you have the infrastructure, expertise, staff and bandwidth to manage an AI build on your own?
- If I could show you a solution that removed the build v buy conundrum, would you be interest in discussing it?