

**your**

**CUSTOMER  
ENGAGEMENT  
SOLUTION**

**PARTNER**

**CONTINUOUS TECHNOLOGIES**  
INTERNATIONAL LTD



Since 1989

# ABOUT US

Continuous Technologies (CTINT) is your partner in customer engagement solutions. With over 30 years of experience specializing in Business-to-Customer communication platforms, we empower our clients to integrate their business strategies and processes with technology and information. This approach enhances operational efficiency, fosters customer loyalty, and creates sustainable business value.

Our knowledgeable and professional team stays up-to-date with technological and industry advancements. We continually refine our working models and delivery methodologies to exceed business and technology needs, ensuring high-quality outcomes.

We design our solutions to drive success for our enterprise clients.

400+

projects  
implemented in  
the past 5 years

deployment in  
13 global  
locations

50% with 15+  
years of  
engagement

60+  
enterprise  
customers

 GENESYS

Gold Partner

 creativevirtual

The science of conversation™

 Microsoft



FANO

有光科技  
 Labs

 Google Cloud  
 Partner

 audiocodes

 商汤  
 sensetime

360Dialog



Alibaba Cloud

# PARTNERS



# SOLUTIONS

## OMNICHANNEL MANAGEMENT

Bringing the real time and async contact experience together and manage to deliver seamless and consistent customer engagement experience across channels.

## CUSTOMER JOURNEY ORCHESTRATION

Maximizing customer opportunities and delivering personalized CX through proactive engagement and linking every customer touchpoint.

## SERVICE EFFICIENCY IMPROVEMENT

- AI-powered knowledge management
- Remote Work Empowerment
- Smart Compliance Assistant

## B2C COLLABORATION

Enabling businesses to deliver in-person experiences over real-time, online collaborative and compliance-focused services to customers.



CDSS® (Customer Delight Solution Suite) is an engagement platform adequately infused with technologies and intelligence-driven features to elevate user and customer experience--it's *Flexible, Scalable, Secured*.

01

Intelligence Amplification

02

Customer Experience Optimization

03

Resource Value Maximization

04

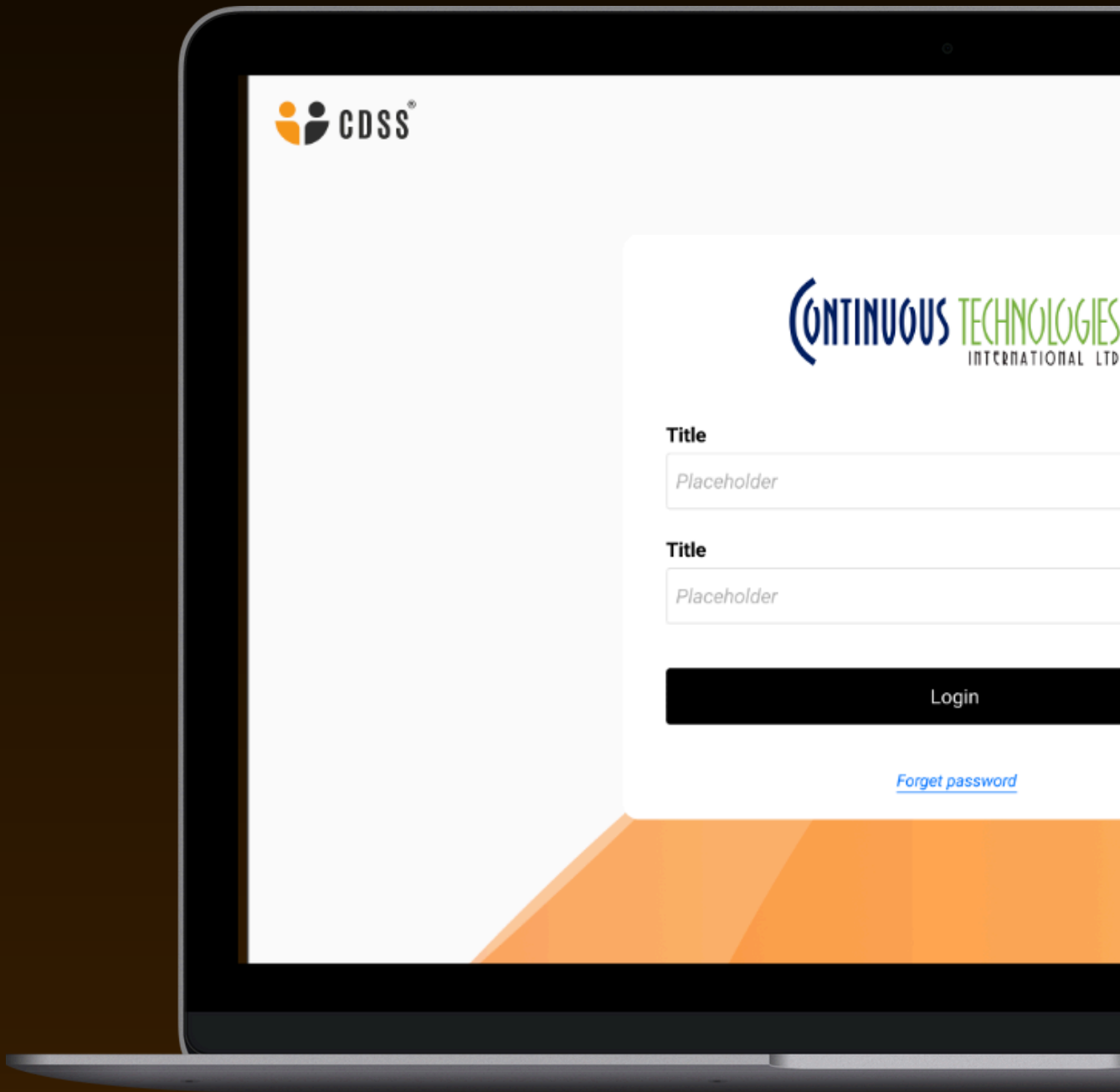
Insight Discovery

05

Service Consistency & Standardization

06

Security & Compliance-focused



Empowered by cutting-edge AI capabilities, CDSS® revolutionizes organizational operations by delivering personalized, consistent, and compliance-focused customer journeys, while offering real-time and historical insights on key business metrics and trends.

Cloud-based or on-premises deployment.

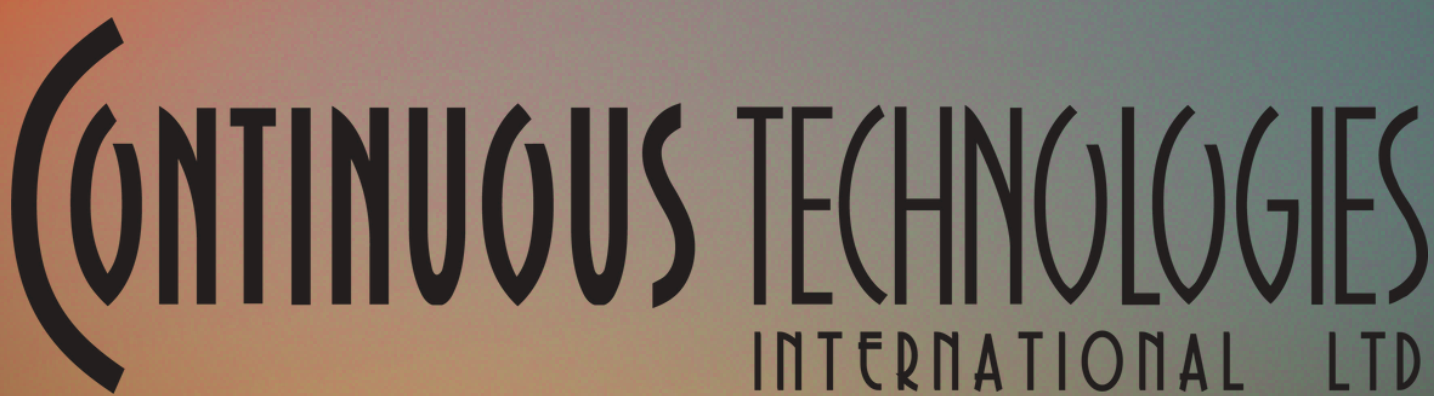


CUSTOMIZABLE & SCALABLE TO

YOUR BUSINESS NEEDS



# CONTACT



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