

The Global Contact Centre Industry Transformation

The global contact centre industry is transforming rapidly! Technologies like AI and ML are becoming the 'go to' solutions for creating future-ready business solutions. Gone are the days when customers had to navigate an endless maze of "press 1 for this, press 2 for that" and sit in call queues for two hours, all while being told, "your call is important to us." Customers deserve and demand better, so our clients trust us to transform customer experiences with the cloud-based Contact Centres of tomorrow!

The Role of a Solutions Architect at ConnexAI

Solutions Architects in our business live at the intersection of sales and technology. Using your technical background as a foundation, you'll help prospective clients understand the gains and benefits that modern, cloud-based customer experiences can deliver. Some opportunities will be formal procurement processes, and some will be driven by "art of the possible" demo-style sessions to enthuse, excite, and engage prospective clients.

Client Range

We work with a wide range of clients, including enterprise heavyweights in retail, travel, utilities, and multinational BPOs. You will likely know of or have interacted with many of our clients.

Technology and Solution Space

At ConnexAI, we design, build, and manage our own suite of modern cloud-native AI-powered communication technologies. Our Athena AI omnichannel and dialler communications platform provides a single pane of glass for all users, integrating voice, live chat, email, WhatsApp, SMS, Messenger, and social media. Our AI engine 'Athena' is the brains behind much of our technology, from chat bots to speech analytics, real-time call transcription, speech-enabled IVR, and real-time agent coaching, among other new features.

Day-to-Day Responsibilities

- Working alongside our in-house sales team, product specialists, and delivery teams, you'll own the early customer conversations.

This includes:

- Designing and delivering modern, engaging sales presentations and demos
- Responding to RFIs and RFPs
- Scoping integrations, custom flows, and validating integrations
- Meeting new and existing clients face-to-face and online to explain what is possible and push the boundaries of our products

- Helping to qualify new sales opportunities through detailed discovery meetings, building interest and engagement with senior stakeholders
- Identifying and responding to suitable opportunities and taking a lead technical role in achieving success

Role Requirements

Absolute Must-Haves:

- Fast learner, enthusiastic and positive
- Able to handle multiple opportunities simultaneously and laser-focused on winning the deal
- Strong experience in omnichannel, dialler, knowledge management, workforce optimisation, and conversational AI
- Demonstrable advanced knowledge of multiple software applications

Nice Things to Impress With:

- Contact centre industry experience
- Generative AI
- Dialler management
- Architecture design
- Networking
- Hyperscalers
- Cloud
- Telecoms