



Sword Ciboodle: Company Overview

Sword Ciboodle provides an award winning, modular, multi-channel customer engagement platform designed for the 21st century organization, specifically, to meet the needs of the 21st century customer.

The Customer Engagement Continuum represents how we think about your customers and is organized in such a way to accelerate your ability to deliver consistent customer service, leading to exceptional customer experience because it's what your customers deserve and it's the right thing to do.

Organized into product modules so as to accelerate your ability to deliver consistent service no matter which channel is chosen by your customer, the Customer Engagement Continuum categorizes our software into three service bundles, be served, be solo, be social, so you can not only meet your customer's high expectations, but exceed them:

Be Served a.k.a Ciboodle One, Ciboodle Flow

assists your employees with their ability to engage with your customers and standardize the service process. Centered around a unified contact center desktop, real time enterprise integration, and intelligent case handling allow you to design world class service experiences now, and adapt quickly to change in the future.

Be Solo a.k.a Ciboodle Live

focuses on the self-service needs of your customers. An intuitive web and mobile service, integrated with your core systems, not only saves money, but also has a positive impact on customer satisfaction and simply makes sense.

Be Social a.k.a Ciboodle Crowd

recognizes that customers expect to be able to engage with you and your employees through community-based interactions. Furthermore, they like to engage with people like them. Being able to enable, encourage, and even react to that process is a must for the modern, customer-centric organization.

The customer experience fabric for many global brands, Sears, Bally Total Fitness, and Sony all leverage our platform to construct a genuinely social and customer centric business.