Amdocs Low-Code Experience Platform – Your customer experience is as inspiring as your ability to reinvent it

Amdocs Low-Code Experience Platform

A new way for telco's business to create and control customers' experience and journeys

Communication and media service providers seek to provide their customers a compelling and dynamic, web-scale like omni-channel experience while being able to introduce changes quickly, at low cost with minimum time to market. Yet due to their highly customized, inflexible, and siloed environments, they're being held back by long cycles for introducing changes – resulting in costly changes and uncompetitive time to market.

Amdocs Low-Code Experience Platform enables service providers to configure their customer and agent journeys easily and flexibly in accordance with business needs.

The platform provides:

- Ready-to-use, reusable UI and UX components, flows and views
- Experience APIs that enable the end-toend functionality of all commerce and care journeys
- Unified framework serving any engagement application or channel to ensure consistent and continuous omnichannel experiences
- Configurable APIs to easily access specific data sources, according to need
- Open and modular platform can scale to support any partner and future engagement channel – whether assisted or un-assisted – including bots, personal assistants and others

Amdocs Low-Code Experience Platform is a single platform serving all applications and channels, ensuring consistent and continuous experiences.

Meeting the flexibility needs of today's service providers:

Storybook UI components
Built-in storybook of UI elements can be reused in all views, flows, dashboards, across all channels.

View manager
Metadata-driven views can be reused across multiple pages; configurable per role, profile, channel and context.

Journey manager
Configure and manage flow steps via drag and drop to serve different channels and profiles.

Dynamic APIs
Dynamically configure and manage selected requests for additional data needed to serve UI and experience.

What is Low/no code?

Low/no code platforms employ **visual** techniques instead of traditional programming, enabling use by **developers and non-developers** (aka 'citizen developers') alike.

Common features:

- Reusable components
- Drag and drop tools
- Process modeling
- Enables experimentation, prototyping, and delivery of apps within days or weeks

Amdocs Low-Code Experience Platform is also embedded with unique accelerators to fit your end-to-end needs

AI-driven for personalized and contextual Care and Commerce experiences.

Open to partners integration and any back-end system.

Application framework for building end-to-end applications.

Cloud-native and multi-cloud platform for maximum flexibility.

Why Amdocs Low-Code Experience Platform?

Simply because it is designed to address the challenges of both today and the future:

- **Empowers business users** to control user experience and minimize IT dependency
- **Fast TTM for real-time release** of new experiences, continuously
- **Reduced cost** of development and operations with **reusable components**
- **Telco**-oriented, low-code platform
- Integrates with any back-end system

Amdocs Low-Code Experience Platform resides within Amdocs' CES 5G-native BSS-OSS suite as part of Amdocs Commerce and Care Suite.

As such, it is pre-integrated with Amdocs Commerce and Care Suite's channel applications, as well as its care and commerce engines.

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