

CONTACT CENTER



We help you prosper.

CONTACT US
(877) 869-8111
VOXNS.COM

INTRODUCTION

VOX provides consulting and solutions to support and enable today's most productive and efficient Contact Centers. The state-of-the-art, omni-channel Contact Center is here, and our team of consultants and technologists can help you understand:

- 1) The latest developments in processes, tools & technologies
- 2) The integration & optimization of communication channels
- 3) Robust historical & real-time reporting & analytics
- 4) Workforce Optimization for an improved customer experience
- 5) Methods to improve financial performance

A COMPREHENSIVE APPROACH

We deliver unified and highly customized contact center and reporting solutions that build your brand and foster long-term loyalty. Improve your ability to evaluate critical statistics and handle a variety of customer interactions efficiently and effectively. The VOX team has deep contact center expertise from both business and technical perspectives. We can help you navigate escalating customer expectations, new and evolving technology solutions and growing business requirements.

CONSULTING

- **Process Optimization (vPOP)**
- **WFO Assessment**
- **Contact Center Assessments**
- **Contact Center Advisory**
- **Blue to Red Migration**
- **3rd Party PBX Integration**
- **Dial Plan Architecture & Design**
- **Executive Threat Strategy**
- **Risk Strategy Development**
- **Compliance Services**

SOLUTIONS

- **Computer Telephony Integration**
- **Workforce Management**
- **In/Outbound Agents**
- **Interactive Voice Response**
- **Speech Recognition**
- **Application Integration**
- **Wallboards**
- **Call Recording**
- **Quality Monitoring**
- **Reporting & Analytics**

TECHNOLOGY PLATFORMS



ON-PREM

CLOUD

HYBRID

XaaS



OMNI-CHANNEL CONTACT CENTER



PROCESSES, TOOLS, TECHNOLOGIES

Evolve Solutions / Methods / Tactics
Technology Driving Productivity / Usability
Continuously Update Best Practices



CHANNEL INTEGRATION & OPTIMIZATION

Confluence Email, Web, Social, Text, Phone & Video
New Types Of Solutions
High Performance Networks



REPORTING & ANALYTICS

Customer Experience / Satisfaction Metrics
Demographic Info / KPI Analysis
Big Data / Analytics Solutions
Real-Time Information Availability



WORKFORCE OPTIMIZATION

Ongoing User Training
Best Practices / Benchmarks
People / Process / Service
Review Innovative Solutions



IMPROVE FINANCIAL PERFORMANCE

Financial / Operational Priorities & Upsides
Optimize Workflows / Processes
Balance Process / People / Technology