CX Transformation & Consulting

Building a SMART Digital Organization

Understanding your customers' needs and providing a personalized intelligent digital workforce is key to customer satisfaction.

Digital Adoption

Self Service

Sentiment Analysis

AI/RPA Innovation

Intelligent Agent

D4 Framework

Design and implement a solution to elevate your CX

D1

Discovery
Perform digital maturity assessment

D2

Design
Create best-in-class personalized solutions

D3

Deploy
Implement hybrid solutions with intelligent, live agents

D4

Disrupt
Ideate and transform for continual improvement

A SMART WAY TO CONNECT AND ENGAGE

SMART Framework
Bring together seamless support for optimized customer brand interaction

S
Social
Promote customer engagement across different social platforms

M
Mobile
Enable mobile interface for instant customer resolution

A
AI Cognitive
Activate intelligent solutions powered by AI

R
Robotics Automation
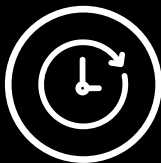Facilitate manual processes to enhance quality and create CX efficiencies

T
Transformation
Continuously learn and innovate with every customer interaction

ALWAYS BE THERE FOR YOUR CUSTOMERS

A4 Framework
Provide continual and comprehensive customer support

ANYTIME
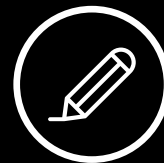Support digital solutions for instant access and resolution

ANYWHERE
Connect through microsites, cloud, brick and mortar, work at home, and social channels

ANYONE
Assist all stakeholders, including customers, prospects and vendor partners

ANYTHING
Interact via all devices, channels, social, mobile, phone, chat, email, conversational IVR

2020 CX Trends
3 Ways to Supercharge Your Digital Experience

Self Service
Employ robust digital technology to empower customers with instant resolution

Customer Sentiment
Build emotional intelligence capabilities including NLU/NLP to understand customer emotions to prioritize and deliver best in class CX

Intelligent Agent
Seamlessly blend digital and live agents to provide personalized, quick, human-like resolutions at anytime

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