



Enterprise Cloud



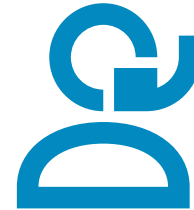
**The technology world has shifted.
What gear are you in?**



VOX provides consulting and solutions to support your journey with the enterprise cloud. Need help understanding solutions from different vendors and how they align to your business goals, we can help!

**With the Cloud,
Enterprise technology buyers
now have greater options.**

In addition to more intuitive and more robust on-premise solutions, cloud-based solutions have achieved a new level of "completeness", where their cost, features, accessibility and security protection have made them a serious alternative for many modern organizations. Ultimately, cloud-based technologies offer organizations another tool, or arrow in their proverbial quiver, as they look to ways to improve their business and outshine the competition.



CONTACT CENTER ASSESSMENT SERVICES

VOX helps you to better understand how your contact center is ahead or behind the curve in today's market place. This in depth engagement allows you to help validate your concerns and identify areas for improvement. Your organization will be benchmarked against a variety of customers in your vertical, as well as industry standards and best practices.

Some of the things we review:

- ➔ Routing and Workflow
- ➔ IVR and Self Service
- ➔ Analytics and Measurements
- ➔ Workforce Management
- ➔ Quality Assurance
- ➔ Resource Libraries
- ➔ Knowledge Management
- ➔ Multi-modal Communications
- ➔ Outbound and Proactive Care
- ➔ Vertical Trends



We help you prosper.