THE OMNICHANNEL PARADIGM FOR CONTACT CENTER

REDEFINING CUSTOMER ENGAGEMENT FOR A HUMAN-CENTRIC JOURNEY

VOX
NETWORK SOLUTIONS

We help you prosper.

Welcome to the Omnichannel Paradigm!

The Contact Center is constantly evolving, as we have access to more experienced people, more powerful and flexible technologies, greater insights from big data, and business pressure from global competitors. Industry leading contact centers have acknowledged that adopting and implementing a new perspective for the customer journey is critical to support the modern organization's strategic business goals, and necessary to provide the next-generation engagement experience that today's customers expect and demand.

At VOX, we call this the **Omnichannel Paradigm** for Contact Center, and we are especially qualified to help you get there!

A NEW PERSPECTIVE

In the Omnichannel Paradigm, the viewpoint has completely shifted. Gone are the days when we thought about the company and how we communicate **OUT** to our customers. Now, the focus is **IN**, on the customer and how they want to engage with us...anytime, anywhere, on any device they choose. Remember, its about customer expectations! The customer's experience, or journey, should be simple, quick and yield immediate results.

INTEGRATED CHANNELS

Today's customer expects to be able to access your contact center via their preferred mode of communication, anywhere, anytime on time, via any modality and any device. In the omnichannel contact center, the customer journey is seamless, consistent and thoroughly dynamic. No breakpoints exist, regardless of the channel. Channels may include: mobile, voice, SMS, self service, email, social media, webchat, fax and kiosk.

EMAIL

SELF SERVICE

SOCIAL MEDIA

SMS

WEB CHAT

VOICE

OMNICHANNEL

FAX

MOBILE

KIOSK
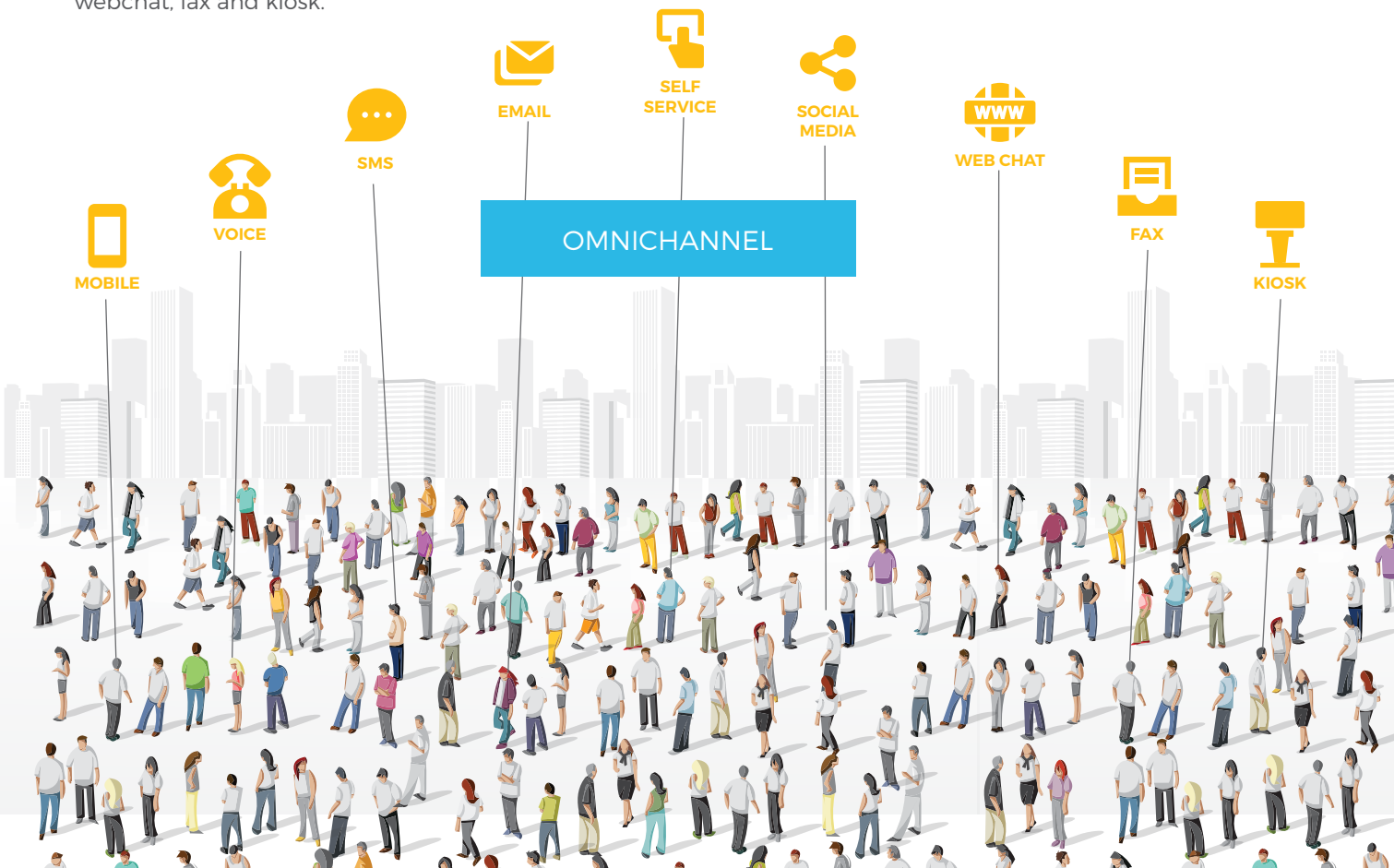
Ingredients for Omnichannel Success

BROAD TECHNOLOGY ECOSYSTEM
Core Infrastructure, Email, Chat, SMS
Outbound SMS, Account Reminders, Screen Pop, IVR
Salesforce.com Connector, Inbound/Outbound, Blended Agent
Desktop, Outbound/Inbound, SMS, Social Media
Inbound/Outbound, SMS, Text, Queuing
Manage the Omnichannel
WFO, WFM

INTERACTION MANAGEMENT
Voice, Email, Chat, Text, Mobile, Kiosks

SELF-ASSISTED SERVICE PORTFOLIO
IVR, Web, Mobile, Social and Kiosk services

COMPUTER TELEPHONY INTEGRATION
Database, Attributes and Customer Contextual Profiles

REPORTING AND ANALYTICS
Accountability tools, KPI's, and Measurements

KNOWLEDGE MANAGEMENT PLATFORMS
LMS, KMS, and FAQ Portals cross-functional

WORKFORCE OPTIMIZATION
Call Recording, Quality Monitoring, Coaching, Gamification, Lesson Management, Workforce Management, Interaction Analytics, Customer Survey

IMPROVED FINANCIAL PERFORMANCE
Financial / Operational Priorities and Upsides
Optimize Workflows and Processes
Balance Process, People and Technology

VOX can help you modernize & optimize your Contact Center:

Process Optimization Services (vPOP)

Contact Center Assessment Services

Contact Center Audit Services

Contact Center Performance Evaluation

Contact Center Advisory Services

Managed Services

VOX Learning Institute (VLI)

(877) 869-8111
VOXNS.COM

Omnichannel Experts

HANDS-ON EXPERIENCE
Our team of consultants and engineers has over 150 combined years of Contact Center experience

INDUSTRY INSIGHT
In depth industry insight gained from working with some of the top Contact Centers in the world

COMPREHENSIVE PRACTICE
Our Contact Center practice includes consulting, professional services, solutions, security & managed services

The Omnichannel Paradigm

Did you know...

1 ...omnichannel technology and automation solutions are best-of-breed?

》》 **Manufacturers are responding with amazing solutions.**

2 ...Analytical Optimization is critical to achieve a true omnichannel experience?

》》 **If / Then conditional logic may not be enough.**

3 ...organizations with Omnichannel in place average 89% customer retention?

》》 **Compare this to 33% retention for those who do not.**

VERINT
PARTNER OF THE YEAR
2018

We are a proud Verint partner.

Together, we provide unparalleled experience, insight, tools, technologies, services and know-how to help forward-looking organizations drive deeper loyalty, enhance business performance, automate processes, and ultimately, transform their organizations for the future.

Our dedication has had amazing results...VOX is Verint's 2018 Partner of the Year!

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