

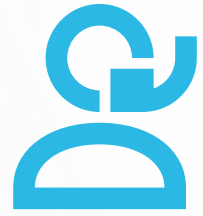
WFO ASSESSMENT SERVICES

TAKE AN OBJECTIVE LOOK AT WFO



We help you prosper.

(877) 869-8111
VOXNS.COM



WFO ASSESSMENT

WORKFORCE OPTIMIZATION ASSESSMENT SERVICES

Ensure your workforce
is ahead of the curve.

Where Transformational CX Begins

The purpose of the VOX Workforce Optimization (WFO) Assessment program is to take an objective look at the WFO technology in use at your contact center. Your contact center touches one contact center a year, yours. Our consultants touch hundreds - leverage our experts!

Key Questions

- What Solutions Should You Consider?
- What Processes Should Be Improving?
- Are You Ready For Today's Customer?
- What Services Do I Require?

Creating Insight & Understanding

VOX helps you better understand how your Workforce Optimization solution is ahead or behind the curve in today's marketplace. This in-depth engagement allows you to help validate your concerns and identify areas of improvement. Our Consultants focus on:

- **Call Recordings**
- **PCI / HIPAA**
- **Workforce Management**
- **Customer Feedback**
- **Speech Analytics**
- **Storage & Security**
- **Quality Monitoring**
- **Screen Capture**
- **Forms Design**
- **Balanced Scorecards**
- **Gamification**
- **Desktop Process Automation**

**Experts to Help
You Navigate
Transformative
Customer
Experiences**

ENTERPRISE LIFECYCLE

Specialized consultative professional services to guide organizations through Digital Transformation.

This program goes beyond technology, taking a multi-dimensional purview which encompasses business, people, process, technology, finance and risk.



We help you prosper.

(877) 869-8111
VOXNS.COM