

Get to know...

CONTACT CENTER



WHAT WE DO

We provide **consulting and solutions** to support and enable today's most productive and efficient Contact Centers.

OUR FLAGSHIP PRACTICE

With over 250 years combined experience, our team of experts is engaged with some of the largest contact centers in the world to foster an evolved perspective of the customer journey and elevate engagement to a superior experience.

HIGHLIGHTS

- Process Optimization Services
- Assessment & Audit Services
- Performance Evaluations
- Advisory Services
- Solution Design / Development

METHODOLOGY

As part of the VOX Lifecycle, we provide a prescriptive methodology that begins with lifting the covers to gain real visibility into your organization. With advanced insight, our experts will provide recommendations, help you establish priorities and then ensure successful tactical execution.



HANDS-ON EXPERIENCE

Our team of consultants and engineers has over 250 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

OMNICHANNEL APPROACH

Organizations that are serious about a modern customer experience understand that the journey is highly complex and ever evolving. In the omnichannel contact center, the customer journey is seamless, consistent and thoroughly dynamic. Our experts can help you understand and navigate these complexities to achieve your organizational objectives.



“the customer journey must be seamless, consistent and thoroughly dynamic”



We help you prosper.

(877) 869-8111
VOXNS.COM