



VXI's CX Acceleration Services

To bridge the CX gap, organizations need to **rethink, reimagine, and revive** their customer engagement models to operate efficiently and deliver legendary experiences at scale.



Born from Operations. Disruptive By Design.

VXI's Customer Xperience Acceleration (CXA) team is a group of digital domain experts, design thinkers, and CX operators who combine over two decades of hard-won operational wisdom with in-depth technology enablement expertise to unlock value across the contact center.

Our practice leaders specialize in experience design, process-reengineering, and digital transformation to help our brand partners:



Map the customer and agent journey



Test and scale emerging technologies



Solve for business challenges and experience gaps



Achieve process & service excellence



Launch new channels

Our Solutions

We provide a range of solutions from baselining a company's current state to helping them craft a new one by gaining a deeper understanding of the customer and implementing a transformation roadmap designed to close process, capability, and experience gaps.

Whether a first-time or seasoned outsourcer, CXA partners with you to deliver exactly what your organization needs – optimizing costs, improving customer satisfaction, and increasing revenue.

Customer Care | Technical Support | Product Support | Sales



Channels

Designs, Strategy & Implementation

- Social
- Chat
- Messaging/SMS
- Self Help
- Mobile
- GigCX



Automation/RPA

- Customer Assist
- Agent Assist
- Transaction Processing



AI/Digital

- Conversational AI
- Generative AI



Digital Solutions

Contact Center Tech Strategy

- Business Requirements & Platform Recommendation
- Current State Assessment & Optimization Strategy

In Front of the Agent

- VXI Omnichannel
- VXI Training Simulator™

Next to the Agent

- VXI Omnichannel
- VXI NPS Predictor

Behind the Agent

- VXI Performance Pro 360™
- VXI CX QA Automation™
- VXI WFM™ Command Center



Analytics

- Operational Analytics
- Customer Analytics
- Predictive Analytics



Emerging Tech

- Integrated Solutions
- Custom Development



Experience Management

Process & Service Excellence

- Journey Mapping
- Process Design, Improvement, Standardization
- NPS/CSAT/Empathy/CE
- Business Health Assessments
- WFM Advisory Services

Innovation

- Design Thinking
- Innovation Hub
- Knowledge Management
- Pre-sales SW/HW Analysis
- Early Field Fault Analysis

The CXA Advantage

When it comes to elevating experiences, we understand technology is only 20% of the equation. Real transformation requires 80% human-centered design and end-to-end process re-engineering to succeed. By co-creating and innovating with our clients, our CXA team has helped deliver the following results:

40%

Contact volume reduction

52%

Increase in agent productivity

4,000+

Additional customers served during peak season

\$1.3M

Annualized cost savings from reduced cost per contact

Legendary Starts Here

Compelling customer experiences are challenging to design and even harder to deliver. Let our experts arm you with the tools, insights, and capabilities needed to build, test, deploy, and scale end-to-end CX innovation.

Together we'll unlock opportunities for value creation and deliver experiences your customers will love.



Get Started

bit.ly/vxi-cx-acceleration