BLACK B☐X®

Customer Experience

Delivering Next-Generation
Customer Service & Support

The customer experience (CX) is currently undergoing a complete digital transformation. This monumental technology shift entails an increase in channels, a remarkable and compelling movement towards reducing agent interactions, an escalation in engagements that demand additional time and knowledge, heightened expectations for customer and agent satisfaction, the creation of more meaningful and emotional experiences, and a surge in automation and artificial intelligence platforms. Faced with these changes, it is natural to feel compelled to either fight against or retreat from taking action.

In the midst of daily customer interactions, there are times when you might hastily patch up products and procedures to simply get through the day. However, devising a plan to eradicate flawed integration, outdated platforms, and outdated processes necessitates the expertise of a skilled professional. That's why it's crucial to seek an integrator who possesses both technological proficiency and an understanding of customer and service journeys, enabling progress - not inaction - in the present. Our specialization lies in the intelligent and insightful incorporation of AI to elevate experiences, going beyond mere compliance. Rely on the guidance of Black Box CX consultants as you embark on your path toward achieving CX excellence.

The Right Guidance

Choose a committed partner like Black Box® that can understand your brand and select the appropriate technology stack to accelerate your customer experience journey.

The Right Platform

Adopting the right technology, optimal customer service KPIs and performance metrics can be achieved. Monitor the results of the chosen technology platforms over time and track them against metrics, such as customer satisfaction, retention, and revenue.

The Right Service

With Black Box's development team, you can build a CX chatbot and integrate it with a legacy database that can assist you with every customer engagement, thereby ensuring a smoother customer journey.

Transform CX beyond an Omnichannel Solution

A committed partnership with Black Box guarantees the optimization of your brand and culture, amplifying service excellence. We also act as a navigator to choose an ideal pathway of technology and execute an omnichannel user experience.

Our team is well-prepared to support you on your customer experience journey by implementing a well-suited mix of support channels and brand awareness strategies that align with your core values.

Move Your CX System to the Cloud with Black Box:
Partnering with Black Box lets you experience cutting-edge, tailored, and highly secure cloud-based solutions that enable your business to stay ahead of the curve and prepare for the future.

Leverage Workforce Optimization Tools:
Leverage workforce optimization technologies to facilitate adaptable remote work policies, while developing a modern customer experience strategy that prioritizes the total cost of ownership.

Gather Data & Analytics:
To optimize the products and services you offer, collect comprehensive customer data from diverse sources on behavior, market trends, and product performance.

Customer Success Stories

New Service Desk Dramatically Improves CX and Cuts Costs at Miami International

In the midst of pandemic lockdowns, Black Box accelerated the implementation of a mission-critical, cloud-based service desk for the Miami-Dade Aviation Department. The cutover was rapid and did not interrupt airline/airport operations, and enabled safe, secure remote work. The Department realized a 39% improvement in queue time and a 1/3 reduction in costs.

Read case study.

Fonterra Moves Multiple CCs into Global Cloud for Significant Operational Gains

Fonterra produces 30% of globally traded dairy products. To improve the customer, end-user, and agent experience, the company consolidated four disparate, premise contact centers into one cloud platform. Omnichannel engagement reduced inbound calls by 29% and overflow calls by 21.8%. New capabilities enabled remote work, better management, and assured business continuity.

Read case study.

Ready to move forward with your new CX experience?

Reach us at **855-324-9909** or email us at **contact@blackbox.com**

WHY CHOOSE BLACK BOX?

Black Box's global team of solutions architects can help you find the CX that resonates with your customers and energizes your brand. With us, you will receive an extensive knowledge of customer contact center options, an experienced workforce with the necessary technical qualifications, and process-driven, constant, and repeatable methodologies to suit your customized needs. Whether we're working with you to design agent desktops that handle all inbound channels, assuring digital channels are consistent and easy to use, or implementing the right amount of outbound channels and brand awareness that aligns with your core values, Black Box is ready to support and help you grow on your CX journey.

ABOUT BLACK BOX

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.