

Move your Customer Experience (CX) System to the cloud

Improve business operations and deliver outstanding service to your external and internal customers.

Make flexible work-from-anywhere changes with workforce optimization technologies

Create a modern CX strategy that values total cost of ownership

Collect data & analytics across channels to generate product improvements & enhance service delivery

Distinguish your brand with more capabilities

Shift quickly to the latest platform for scale-on-demand & smooth agent/feature allocation



CX STRATEGY



A “totally satisfied” customer contributes **2.6x** as much revenue as a “somewhat satisfied” customer and **14x** as much revenue as a “somewhat dissatisfied” customer.



of people are willing to spend more on a product or service if they're guaranteed great customer service.



of CX agents feel acute stress at least 1x per week and **33%** feel it multiple times per week



of customers agree that experiences drive their buying decisions



1 in 4 agents (28%) say that better technology should be an urgent priority in the next 18 months.

To begin your journey, call us at **855-324-9909** or email us at contact@blackbox.com.

EXPLORE OTHER ROUTES & RESOURCES
CLICK HERE to see our interactive CX journey