

CX Solution for a Global Financial Services Major

Cloud Contact Center

A Top 50 Global Financial Services Organization

Optimizes its customer service with a cloud contact center and intelligent automation

Our client set out on a mission to transform and evolve their customer care model to increase efficiency and optimize customer service. This meant embarking on a digital transformation to take advantage of the cloud and intelligent automation and provide their clients with 24/7 access to their needed services.

Company

A Leading US Airline Carrier

Challenge

To transform and evolve customer care through path-breaking cloud contact center migration to increase efficiency and improve customer experience.

The Solution

- Genesys Cloud CX
- Unified Desktop
- Virtual Assistant
- Proactive Notifications

Initial Results



Reduced wait times



Improved NPS



Setting the stage for innovation



About Voxai

For more than 17 years, Voxai has been the trusted partner for customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. We combine forces with Genesys to recreate experiences centered on a unique brand purpose that close the gap between brand promise and customer experience. With a laser focus on core purpose, we help our clients meet their customers' needs, engaging them in brand-relevant experiences and shifting the focus from cost to growth. To learn more about how we help our customers deliver exceptional agent and customer experience, visit voxai.com.

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