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EXPERIENCE
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Voxai



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Customer Experience solutions and transforming businesses*

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Voxai

Innovation that Enhances Customer Satisfaction

Voxai is guided by a deep commitment to helping organizations accelerate digital transformation and create extraordinary experiences. The company focuses on the entire contact center ecosystem to design holistic CX and digital strategies that transform clients' contact centers into top-class experience centers. As a trusted advisor, Voxai delivers strategic guidance and CX roadmaps for optimizing experiences and results across your experience centers.

In a conversation with CIO Applications, Sunil Rudraraju, CEO of Voxai, sheds light on the company's mission, vision, and approach.

A Long-standing Legacy of Excellence

The contact center technology space has evolved rapidly in the past two decades, from analog to digital to IP-based call centers materializing the dream of geographically diverse call centers. Simultaneously, customer experience has evolved. We have witnessed the industry's evolution for the past 18 years and have been a part of it. Voxai has kept up with trends and technologies to maintain pace with the modernization of the industry.

Our strategic advisory program helps brands transform customer experiences, build customer loyalty, improve revenue, and achieve productivity gains. Voxai is the perfect full-service Genesys partner with a comprehensive portfolio of support and optimization services



SUNIL RUDRARAJU,
CEO

that ensures your customer service experience and business results improve over time. We understand 'clients' business processes to offer the most innovative solutions that drive value-driven business outcomes. Our consultative partnership helped us to maintain long-standing relationships with the world's largest brands.

Partnering with customers gives us the advantage of understanding their problems, solving them, and looking into the future to establish a roadmap and take that journey together.

Services Provided by Voxai

We follow a data-driven approach to customer experience. Our team leverages speech analysis or speech analytical tools to measure and improve customer experience, focusing on multiple aspects of the customer journey, including the ability to self-serve in the IVR, experience in the queue, and how an agent handles it.

We also help clients with implementation. Our proven cloud migration framework and methodology ensure a seamless process in quickly moving existing



on-premise applications into the cloud. Most importantly, we can provide managed services for on-premise and cloud contact centers. A managed service in the cloud requires regular configuration and maintenance of applications inside the platform to function correctly. And we handle everything without any hiccups.

Voxai is the perfect full-service Genesys partner with a comprehensive portfolio of support and optimization services that ensures your customer service experience and business results improve over time

Our highly experienced and qualified delivery team is our most significant differentiator. They bring the right experience, knowledge, and innovation to customize the solution - no matter the business goal - for greater efficiency, better experiences, and happier agents.

Delivering Practical Outcomes for Real-world Customer Experience

Among our biggest success stories is that of a public sector organization. The organization had a limited pool of agents, with call volumes often exceeding its capacity leading to long hold times for callers, resulting in customer dissatisfaction. We went through the entire customer experience data to understand the areas of improvement,

including reducing the number of calls that needed to be handled by the agents and offering more information and context to the caller through better self-service and containment. We also provided a visual IVR application to improve the caller and customer experience. To measure customer satisfaction, we leveraged a home-grown survey application allowing customers to share their experiences as free-form comments, which then be analyzed to provide valuable insights. Our comprehensive efforts helped the organization achieve significant improvement in customer satisfaction.

Lastly, we offered a comprehensive training program for different roles with real-world courses demonstrating our customer commitment.

A Glimpse of What Lies in the Future

Voxai is getting ready with a highly innovative and futuristic product, vCX360, a customer experience management-as-a-service. We are building a platform-agnostic solution allowing us to extract all the customer journey data that defines the experience to drive insights to our clients in real-time. Our experts are working on analyzing the IVR, navigation, and IVR call flows. They are also putting great emphasis on speech analytics to understand the sentiment of the customer. The goal is to enable our clients to deliver a great customer experience consistently.

How an organization builds its solutions to feed end customers will be a differentiating factor for every business. Our innovative customer experience management-as-a-service will be a game changer, allowing companies to understand and comprehend the experience in realtime to drive continuous improvements. **CA**