blueworx

Build a Better Customer Experience

Too many companies fail to realize the full potential of the platforms they use to provide automated and live customer service. Even more deliver customer service applications that frustrate customers. Having a good platform isn't enough. It's what you do with the platform that really matters.

Blueworx helps companies create significantly better customer experiences – experiences that result in long-term loyalty while driving immediate operational efficiencies. More importantly, everything we do is backed by 24x7x365 support and a culture built on an 80-year "customer-first" service ideology.
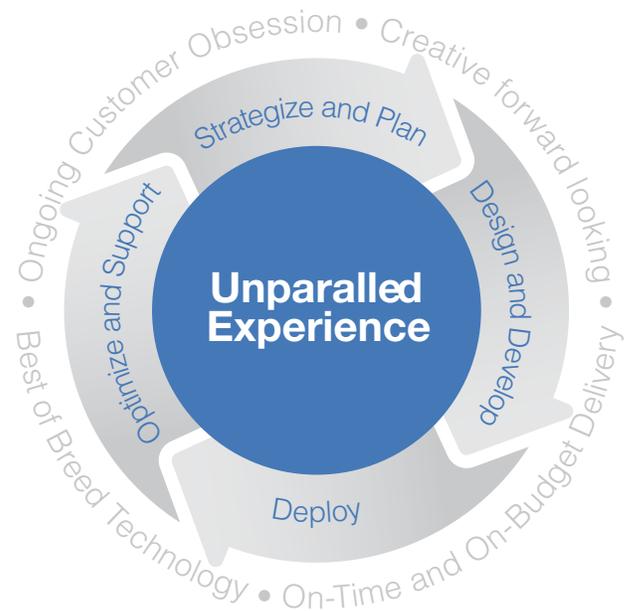
Expert Professional Services

Our team has more than 100 years of combined expertise in voice response, contact center and mobile application design, delivery and infrastructure support. We currently provide technology and customer service solutions for companies worldwide, including more than 20 Fortune 500 businesses. Let us use our experience and best practices to help maximize your return on investment.

We'll work closely with you to:

- Define your requirements, objectives and business goals
- Understand and map the customer journey for an effortless user experience
- Get the most out of advanced platform capabilities and ensure a modern solution
- Find ways to deliver differentiated service that builds customer loyalty
- Identify operational efficiencies
- Impart best practices from deploying hundreds of IVR self-service and contact center applications

We offer professional services in the following areas:

- IVR Roadmap and Strategic Planning
- Voice and Mobile User Interface Design
- Application Development and Integration
- Speech Recognition and Grammar Development
- Grammar Tuning and Optimization
- Biometric Authentication
- PCI Compliant Payment Solutions
- Outbound Campaign Management
- Workforce Management
- Computer Telephony Integration (CTI)
- Advanced Reporting and Business Intelligence
- Cloud Migration Strategies
- Contact Center Systems Integration and Implementation, including Avaya, Aspect, Genesys, Cisco and Convergys (Edify and Intervoice)

Ongoing Customer Obsession • Creative forward looking • Strategize and Plan • Design and Develop • On-Time and On-Budget Delivery • Deploy • Best of Breed Technology • Optimize and Support

Unparalled Experience

Support and Maintenance Offerings

Blueworx offers flexible support and maintenance options that are tailored to your needs.

Application Support
Maintaining the core business logic that drives your customer interactions.

Platform Support
Providing access to the latest software versions, patches, and security fixes.

Managed Services
Flexible engagement to outsource your entire contact center operation.

Moves, Adds and Changes
Dedicated and responsive support to implement critical business changes in a timely manner.

Business Analysis
Consulting and best practice guidance to drive your contact center strategy.

Partner With Us Today

At Blueworx our customers come first. We are obsessed with exceeding your expectations, finding creative solutions to tough problems and working with you to deliver the very best applications and experiences possible.

Learn more about Blueworx. Talk to us today by calling 888-495-0005 or visit us at **www.blueworx.com**.