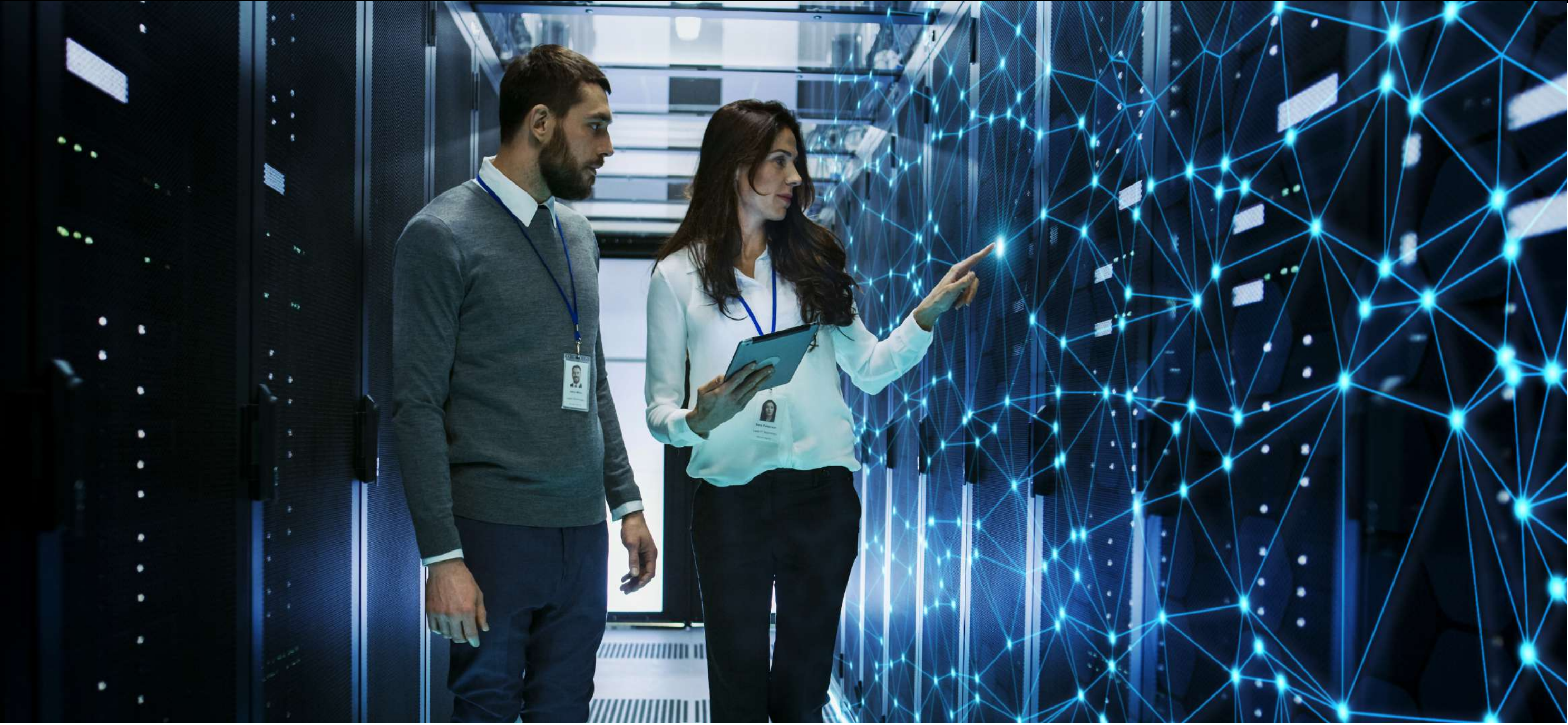


HX Consulting

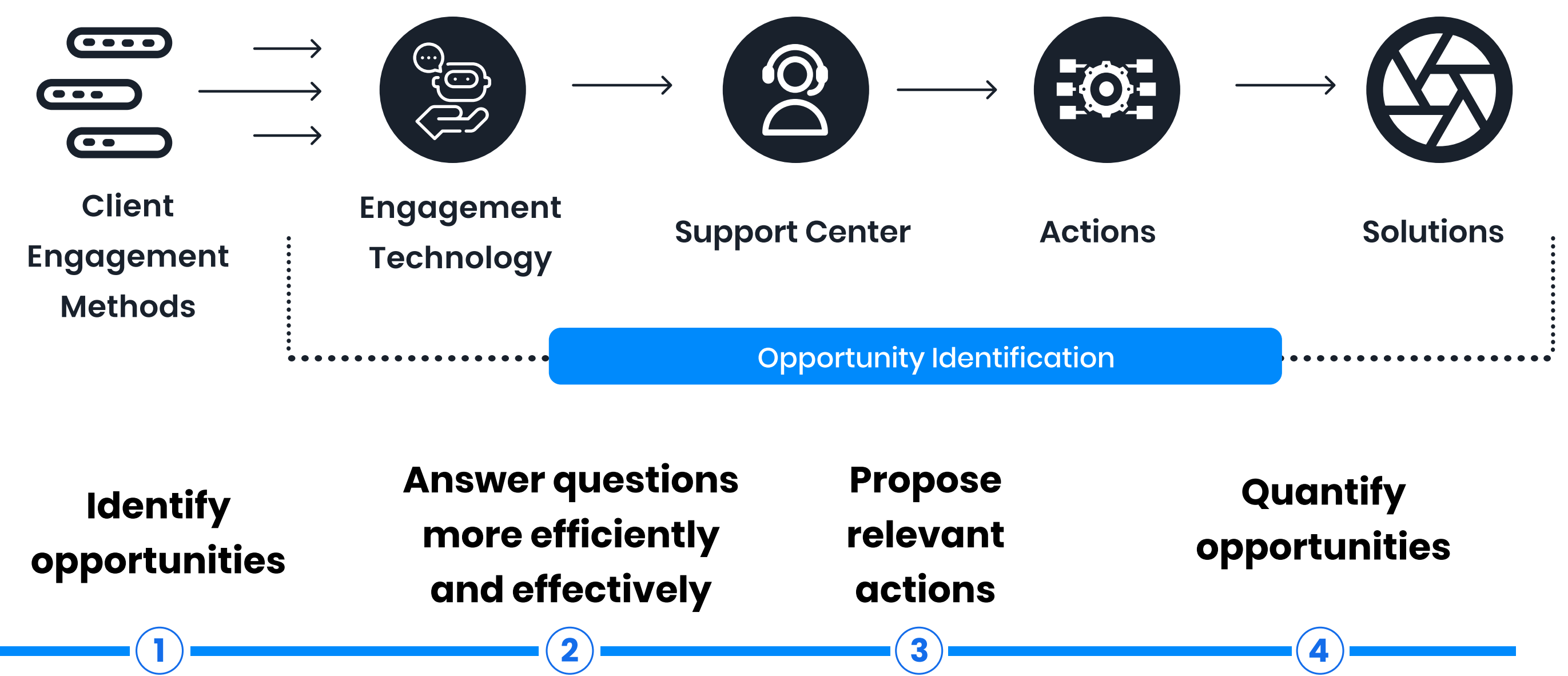
Industry agnostic consulting leverages design thinking techniques, AI, and machine learning (ML) to analyze current human experience and identify opportunities and solutions to reduce your cost to serve



Opportunity

- Identify root causes of customer satisfaction (CSAT) issues
- Reduce the high cost to serve customers
- Implement effective digital transformation with HX-focused automation

Wow Factor



Supporting Evidence

- Business insights from unstructured data analysis using AI & ML integration
- Increased self-assist web traffic and fewer contacts in voice channel
- Improved customer satisfaction

So What

- Higher CSAT ratings for easier web navigation and successful web journeys
- Cost savings from process optimizations and automation
- AI & ML engine integration with no disruption to current processes and no IT burden

Success Stories

12% cost reduction in a high tech support center via web & AI solution integration

23% cycle time reduction for utility company customer support process