



Contact Centers

UltraVox Consulting is a strategic business and communications consulting service for contact centers, unified communications, IT and corporations in general.

Matching the right solution, provider, and price all at once can be a moving target month-to-month, quarter-to-quarter. Fortunately, UltraVox Consulting is a firm that solely focuses on telecom and contact centers, doing great work on behalf of each and every client day in and day out. We understand the players and their offerings, and can accurately align a solution set for you.

“Companies focused on providing a superior experience across customer journeys realized a 10-15% increase in revenue and a 20% increase in customer satisfaction.”

(Source: McKinsey)

At UltraVox, we believe that cost efficiencies come as a result of best practice customer experience transformation. Companies all across the globe are seeking every possible advantage to move forward successfully. We're passionate about solving contact center challenges — whether it's recommending a new initiative, introducing new technologies or processes, planning, designing and/or leading implementation, transferring knowledge, or adding expertise and bandwidth to client's project teams.

No matter your center's challenges and strategic initiatives, UltraVox is ready to partner with you to examine, research and then map out the next best course for elevating your center's performance and your team's effectiveness. We recognize that contact center solutions are only as relevant as the challenges they help solve.

UltraVox is a true business partner to improve your contact center's performance.

Breaking down organizational barriers to create a collaborative work environment will make a difference by enabling people and groups with a variety of skills to work together to achieve organizational goals while delivering expected individual contributions.



Customer Experience

We believe effective customer experience starts with properly understanding the problem. At UltraVox, we go over and beyond to understand your overall business process so that we can see the “Big Picture”. Our customer experience service recommendations turn negative experiences into positive ones by making it easier for your customers to interact with you and minimizing their efforts. We offer a very focused approach to examining your customer experience and developing strategies and implementation approaches for success.

Customer Operations

Providing exceptional customer service and optimizing your sales environment requires a highly organized and integrated set of business processes and workflow. Best in class customer operations brings front office, back office and field operations together to deliver an exceptional customer experience. Each is dependent on the other and each impacts the other. We offer a broad and deep set of experiences to make your operations a primary function to ensure maximum competitive advantage. Contact us to discuss how to engineer your customer operations.

Customer Interaction and Contact Center

Interacting with customers is often the center point for establishing a great experience and successful relationship. As the types of interactions continue to expand, it is more important than ever to develop strategies for traditional and progressive approaches including phone, chat, email, text messaging (SMS) and the growing use of social media as well as even newer technology starting to take hold such as RPA (Robotics Processing Automation). As contact centers evolve to incorporate all types of interactions, the structure, design and technologies supporting these centers are critical for success. We offer many years of deep experience in these areas and bring a practical but progressive approach to helping you develop a highly optimized contact center environment for all types of customers.

Business Process & Workflow

The foundation for all companies striving to maximize customer value is business process and workflow. Unfortunately, a vast majority of vendors and VARs rarely understand this concept and with that, they generally work to force their solution on organizations even if it's not a fit. Our experience suggests most companies prefer to make the customer experience the best it can be and will take on all necessary changes to reduce or eliminate internal operations challenges. We take our time to make sure we understand the present state as well as all pain points and then use that to determine the optimal solution will lead to an outstanding customer experience.

Our Guidance

We guide and collaborate with our clients to achieve sustainable results in our focus areas. There are several guidance areas, all of which can be applied in full or in part to accomplish positive outcomes for your business.

- **Strategy** – a top level view of strategic goals, objectives and approaches for change.
- **Assessment** – a deep review of the existing environment with observations and findings
- **Roadmap** – a short, medium and long term view of how to consider change
- **Planning** – a set of phases and steps with a timeline to achieve the desired change
- **Technology** – a complete assessment of all key technologies to enable change and objective assistance with procurement of these technologies
- **Implementation** – oversight and management of planned change, working with your teams to get things done
- **Change Management** – managing change through a planned series of events and communication, from the start of a project, to ensure people are prepared and ready to positively support the desired outcomes



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