BLACK B■X®

Customer Experience

Empower your business to deliver experiences that exceed customer expectations.

Supporting an omnichannel customer journey has become more complex than ever because of the global remote and hybrid work revolution. Now, corporate leaders must transform their current operations, plan, and implement new technologies to ensure business resiliency, and deliver an exceptional and consistent experience — one that's differentiated, digital, and human.

Reinventing the customer experience is a journey best taken with an expert guide — one that has helped thousands of organizations deploy personalized, intuitive cloud-based solutions that exceed customer and employee expectations. Whether your path is maintaining your current system, upgrading legacy systems to a cloud/premise hybrid solution, or migrating fully to the cloud — the results will exceed your business outcome expectations. Our global team of engineers and technicians design consistent, scalable service journeys that deliver uncompromising experiences unique to you.

The Right Advice

Technology can transform every facet of your customer experience service journey. A committed partner with a dedicated focus on your brand and culture can optimize it and accelerate your journey to service excellence.

The Right Platform

Giving you the right technology to realize the best customer and employee outcomes is based on the recommendations of our engineers with a deep knowledge of the capabilities of multiple premise and cloud contact center platforms.

The Right Application

Sometimes you just need a chat bot or a data integration to a legacy database. Black Box has developers and engineering resources ready to assist on the smallest project, especially when "out-of-the-box" isn't right for your brand.

Unified Customer Communication Across Every Channel

To keep customers engaged and loyal to your brand in the ever-expanding digital world, your customer service agents must deliver a holistic experience that stands out consistently across every contact point from start to finish via omnichannel communications. Why is omnichannel superior to its predecessors?

80% increase in revenue for businesses that focus on improving customer experience.[1]

2/3 of companies compete based on customer experience.[2]

73% of customers agree that experiences drive their buying decision.[3]

86% of customers say they are ready to pay more if it means getting a better experience.[4]

1. https://techjury.net/blog/customer-experience-statistics/#gref
2. Ibid
3. Ibid
4. Ibid

Customer Success Stories

New Service Desk Dramatically Improves CX and Cuts Costs at Miami International

In the midst of pandemic lockdowns, Black Box accelerated the implementation of a mission-critical, cloud-based service desk for the Miami-Dade Aviation Department. The cutover was rapid, did not interrupt airline/airport operations, and enabled safe, secure remote work. The Department realized a 39% improvement in queue time and a 1/3 reduction in costs.

Read case study.

Fonterra Moves Multiple CCs into Global Cloud for Significant Operational Gains

Fonterra produces 30% of globally traded dairy products. To improve the customer, end-user, and agent experience, the company consolidated four disparate, premise contact centers into one cloud platform. Omnichannel engagement reduced inbound calls by 29% and overflow calls by 21.8%. New capabilities enabled remote work, better management, and assured business continuity.

Read case study.

Ready to move forward with your new CX experience?
Reach us at **855-324-9909** or email us at **contact@blackbox.com**

WHY CHOOSE BLACK BOX?

Black Box's global team of solutions architects can help you find the CX that resonates with your customers and energizes your brand. Whether we're working with you to design agent desktops that handle all inbound channels, assuring digital channels are consistent and easy to use or implementing the right amount of outbound channels and brand awareness that aligns with your core values, Black Box is ready to support and help you grow on your CX journey.

ABOUT BLACK BOX

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.