

DELIVER MEMORABLE MOMENTS

Drive value across every conversation

Customers today demand immersive, omni-channel and highly personalized experiences that are frictionless, seamless, and provide real-time results.

Data and technology will continue to advance, with customer expectations following suit, creating synergistic imperatives for CMOs, CEOs, CTOs, CIOs, and COOs. The entire C-Suite owns maximizing the customer experience.

Organizations must invest with a future-proof CX strategy and have the expertise to implement and optimize. Or face the reality that disparate solutions across sales, marketing and customer service will lead to technical gaps, broken experiences and alienated customers.

CX digital transformation is more than just adding digitally interactive channels.

It is understanding what a successful customer experience journey looks like. It is ensuring that moments of truth are moments that matter, and to make that shift in every touchpoint dimension as an end-to-end strategy. It is enhancing BOTH agent and customer experience. Inspire your customers. Inspire your workforce. Inspire your brand. We can help.

DecisivEdge is your first step to better CX

DecisivEdge is a global business consultancy and technology services firm that helps organizations elevate CX operational capabilities with best-in-class technology solutions, analytics and data-driven strategies, to stay ahead in a fast-changing world.



CX Transformation Services

DecisivEdge improves customer experience through CX strategy and design, customer insights, marketing, sales and customer service transformations. We can optimize existing implementations to meet changing business needs. Or start fresh and create an immersive customer experience journey, identify technology solution options and plan roadmaps for transformational change. But what makes us unique? We are the only consultancy and services firm that will also IMPLEMENT to ensure your CX vision becomes a reality.

Our Advantage

- **Deep expertise.** Our team of consultants and technical specialists also have real-life expertise with managing contact centers and operations for Fortune 100 companies and private equity-backed turnarounds. We understand contact center challenges because we have experienced them.
- **Technology Agnostic and Solution Specific**
- **Strategic Partnerships.** Salesforce, Five9, Microsoft, HubSpot and others help us deliver customized CX solutions faster with superior technical support.

Benefits

- **Increased Customer Engagement.**
- **Improved Customer Retention.**
- **Stronger Brand Loyalty.**
- **Revenue Growth.**
- **Lowered Customer Acquisition Costs.**
- **Reduced Cost to Serve.**

ONE SOURCE FOR CX SUPPORT

BUSINESS PROCESS

“Align business goals and Customer expectations, deliver”

CONTACT SOLUTIONS

“Meet your Customers where they are”

AI and NLP

“Improve agent skills, automate quality”

CRM SOLUTIONS

“Simplify the agent experience, optimize sales and service”

DATA and INSIGHTS

“Drive real, personalized engagement”

WORK FORCE MANAGEMENT

“Deliver on your brand promise”



DECISIVEDGE™

Collaborate • Break Through

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