

Customer Experience

If your organization is like most, you are struggling to keep up with the relentless, high expectations customers place on your business. This pressure is compounded by a highly competitive marketplace and rapidly evolving technology advancements.

Cimphoni understands the underlying components of a successful Customer Experience (CX) strategy and we leverage our expertise to align your people, processes and technology to deliver outstanding customer experiences. Our focus is to empower your customers to engage with you on their own terms through their preferred engagement channels (e.g., voice, chat, mobile).

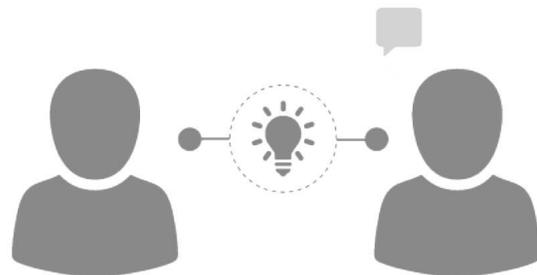
We'll also identify opportunities to leverage the latest technology to remain one step ahead of your customers' expectations while also leaping ahead of the competition – driving customer loyalty and increased revenue.

Customers are smarter, more demanding of service on their terms and willing to switch brands if they are not satisfied.

Are you meeting their expectations?

Cimphoni offers its clients the following CX services:

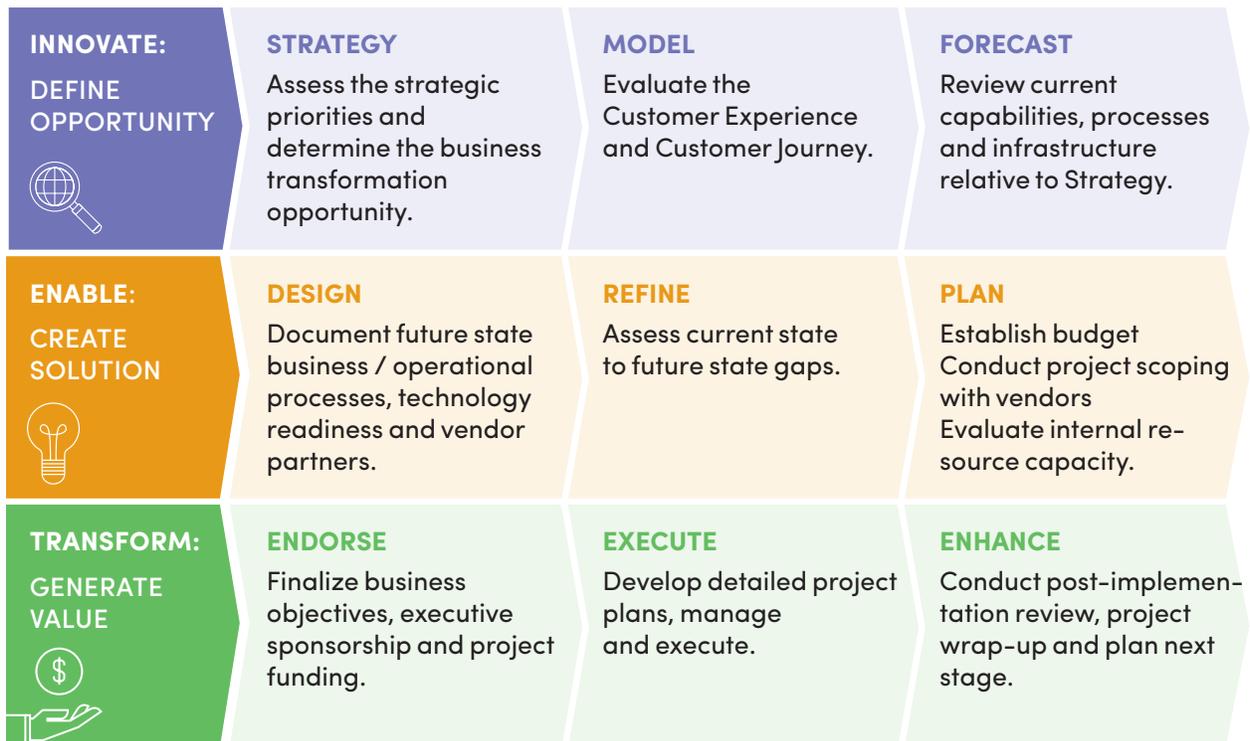
- Vendor Analysis & Selection
- Customer Persona Analysis
- Customer Journey Mapping
- Interaction Scoring, Voice of the Customer Analytics & CX Index Design
- Omni-Channel Communication Analysis
- Marketing / Sales Automation & eCommerce
- Workforce Optimization Technologies
- Performance Management Solutions
- Automation (Chatbots, RPA)



Our Customer Experience Delivery Model

Cimphoni's Customer Experience delivery model provides a comprehensive approach to strategy development, solution implementation and benefit realization. We work collaboratively with you and your team to create a more customer-centric enterprise designed for optimal performance.

Ask about our SnapShot Assessment service, as a quick way to get started.



About Cimphoni

Cimphoni is built on the premise that technology, when properly applied and led, can deliver innovative solutions that transform businesses, enrich the products and services we rely on daily, and improve the quality of our lives. The Cimphoni team is comprised of technology and business leaders with a thirst for innovation and a passion for solving problems. Founded in 2012, Cimphoni serves customers throughout the United States from its headquarters in suburban Milwaukee.

More information can be found at www.cimphoni.com.

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