

Customer Experience Consultancy

We transform your contact centre technology and processes to help you deliver greater value where it counts most — your customers.



Our CX Foundation is a strategic engagement providing expert guidance so you can deliver measurable return on your contact centre & CX investment. We work alongside business leaders, providing them with the knowledge, and technology needed to deliver continuous CX value, customer loyalty and operational excellence.

The CX challenges facing organisations

- ▶ Multiple channels and clunky journeys
- ▶ Operational inefficiencies and agent burnout
- ▶ Fragmented tools and disjointed data
- ▶ Poor visibility of customer sentiment
- ▶ Slow onboarding and inconsistent service delivery

Our customer experience transformation approach and services

We apply a structured, collaborative approach suitable for any contact centre environment:



Discovery & Assessment:

Audit current environment, documenting challenges and long-term goals



Collaborative feedback:

Present our findings and ensure recommendations resonate with your stakeholders



CX Insights report:

Develop recommendations across 3 pillars:

Technology: e.g. introducing and refining AI

People: strategies for agent experience, training and empowerment

Process: workflow optimisation and KPI refinement



Prioritisation & Filtering:

We help you to filter actions based on budget, impact and urgency.

Business outcomes you can expect



A clear roadmap of actionable improvements



Accelerated ROI with a prioritised list of high-impact projects



Stakeholder alignment



Risk mitigation

Success Stories & Results

Click logos to read case studies



Engagement scope

- ▶ The engagement includes interactive workshops to identify challenges, stakeholder vision and business goals.
- ▶ Once we have all the information we need, a detailed report with tailored recommendations across technology, people, and processes will be shared with you for feedback.



Contact us to get your session booked in

✉ cxconsultancy@kerv.com

🖱 www.kerv.com