



Journey-Based CX Technology Design and Implementation



Navigate CX Complexities with Ease

Whether you are fine-tuning existing customer experience (CX) technology or implementing new solutions, you need to maximize your investments and deliver exceptional results.

Our customer-first consulting approach blends deep expertise in CX operations, call centers and technology to create an ecosystem that exceeds customer and stakeholder expectations.

With **COPC Inc.** by your side, you can expect:

- Access to leading technology experts
- A customer-centric approach to ensure long-term success
- Solutions tailored to your needs
- Deep expertise in CX operations, call centers and technology
- Dedicated partnership, working alongside your team from start to finish
- Approach based on COPC CX Standard best practices

Design with Purpose

Create a CX technology strategy based on your customer's most important journeys

Get More from Technology

Ensure your CX solutions meet customer and business expectations while minimizing technology debt

Optimize ROI

Invest in the right CX technology solutions that deliver results

Maximize Adoption

Ensure smooth integration and usage of your CX technology

Drive Scalability

Implement CX technology that grows with your needs

Use CX Best Practices

Build your CX technology strategy on approaches that drive customer loyalty and operational efficiency

Journey-Based CX Technology Design and Implementation

Unify People, Processes and Technology to Power Your CX Success

People and processes are the cornerstones of a successful CX technology ecosystem. Our team of experts will guide you through seamlessly integrating all areas, from design to implementation:



Assessment

We assess your entire technology ecosystem or specific point solutions. You will receive a detailed review, identifying gaps, recommendations and next steps.



Transformation Strategy

Your expert COPC team will craft a comprehensive strategy with a future-state roadmap and detailed action plan. You will understand the benefits, success measures and projected ROI.



Sourcing

If a new technology solution is needed, we help you identify, source and secure the best providers for your needs. We guide you through every step from requirements gathering to contracting.



Implementation

From installation to post-deployment, we work closely with your team to ensure solutions meet your customer and business needs.

Our Technology Focus

We will help you determine and implement solutions that enable:



Agent Interactions

Tools that enable customer support agents such as CRMs, agent assist or performance management



Customer Interactions

Solutions that customers interact with such as digital applications, live chat, bots or IVR



Key Support Processes

Technology that enables contact center operations including quality, WFM, training and knowledge management

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Contact us for more information.

