

CX Excellence Package



Customer
Friendship™



Dixa CX Excellence

Service Description

With our CX Excellence service we apply our most senior CX specialist resources to unlock the full value of Dixa in close partnership with our customers. We build a CX strategy together, take on shared CX goals and metrics, and make sure to bring best-in-class knowledge of what good looks like in customer service to help our customers improve and reach their CX goals.

Key Deliverables

- Quarterly Partnership Review
- Analytics Review
- Multi-Brand Planning

- CX Usage and Benchmark Report
- Get early access to features before they launch and provide feedback

- Contact channel audit and optimization
- Automations / Integration opportunities
- Knowledge Management

Business Outcomes

We enable you to...

- Create a shared CX strategy
- Align on goals
- Unlock as much value from Dixa as possible

We enable you to...

- Track performance over time
- Understand top contact reasons
- Understand trends
- Recommend focus areas

We enable you to...

- Leverage value-adding product partners (workforce management, CRM, conversation automation, conversation analytics, data visualization, Voice of Customer, translation services, project management, etc.)

Key Metrics

- Product Adoption
- Agent Experience Score
- CX Excellence NPS

- CSAT
- Automation Rate
- First Contact Resolution
- Total Time to Resolution

Package Contents

Monthly

Product Usage Report

Attend a personalized session to review how to maximize the benefits of Dixa's Analytics.

Quarterly

Product Adoption Report

Review of product releases and roadmap to optimize your Dixa setup based on your KPIs.

Yearly

CX Platform Audit

Work with Dixa CX Excellence and to see how your team can get additional value with Dixa.

CX Excellence Meeting

Create a shared CX strategy and align on goals to unlock as much value from Dixa as possible.

Integration and Partner Review

Go through potential integrations that could benefit you with our Solution team.

Available Services

Product Voice

Get early access to features before they launch (beta) and give product feedback if you'd like.

Multi-Brand Planning

Benefit from our experts to maximize your Dixa investment for multiple brands.

Analytics Review

A personalized session to maximize the benefits of Analytics to meet your specific business needs.

Knowledge Management

Personalized overview of Dixa KCS as well as suggestions on how best to adapt to your knowledge needs.

Quality Assurance

Personalized overview of Dixa QA as well as suggestions on how best to adapt to your quality assurance needs.

Invest in a Future of Excellence

For a monthly subscription fee, gain access to a world of insights, expertise, professional services and transformative strategies that will redefine your brand's customer experience and your CX strategy

