

Creating Exceptional CX

Customers and employees are the heartbeat of any business.

BlueViolet helps clients design, evaluate and leverage best practices to create exceptional customer experiences through the lens of the customer. We listen, examine and collaborate with our clients to uncover the challenges, goals and future objectives to help you find the best solutions from top industry providers that align with your business objectives and desired outcomes.



Omnichannel

Remove the silos and provide customers with a choice in how to communicate with your brand. Voice, Chat, SMS, Email, Video and Social Channels.



Agent Experience

Happy agents lead to happy customers. Give your agents modern tools to perform their best every time and show them their value.



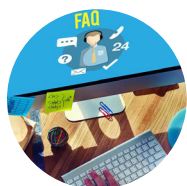
Advanced Routing

Design and enhance a workflow to address individual needs of every department. Utilize technology to ensure agent efficiency and decreased wait times.



Workforce Engagement

Staff the right agent at the right time, evaluate agent performance and understand customer sentiment to achieve high customer satisfaction.



Self-Service

Give your customers answers to their quick questions 24x7 with smart automation. Save your human resources for more complex issues.



Business Process Outsourcing

Lower costs, flexibility in deployment and scale with our onshore, offshore and nearshore providers.



Technology Stack Integration

Leverage the data from your technology stack and make it actionable. Provide more context to your agents to assist your customers in a personalized way.



Artificial Intelligence & Deep Analytics

Improve customer experience with AI to make data-drive decisions quickly, automate conversations and coach agents to increase efficiency.



+ other leading providers