

DecisivEdge transformed our contact center with an organized a team that included Business Analysts, Project Managers, Technical Leads, Developers, QA Leads, and Testers.

With self-service initiatives we saw a 41% reduction in overall call volume, 275% reduction in IVR abandons, and a 10.5% increase in service levels.

*Director
Healthcare Contact Center*

Modernize and optimize your contact center

Engage staff, boost productivity, and enhance customer experience

DecisivEdge is a Five9 Global Systems Integrator Partner and delivers best-in-class CCaaS, self-service, AI, and automation solutions. We help digitally-forward businesses, regardless of size or industry, devise and implement the most innovative and cohesive CX solutions to improve their contact center operations and deliver seamless Customer and Agent experiences.

Our expertise excels CX by optimizing your Five9 investment. We help current or future Five9 customers by improving their VCC configuration, optimizing their IVR, designing and implementing new AI products such as Intelligent Virtual Agent (IVA), Agent Assist, and QA Automation. Whether it is self-service transformation, shifting to a cloud contact center, building rules engines for routing or agent desktop implementations, we can help.

DecisivEdge provides end-to-end contact center solutions that accelerate business breakthroughs and achieve outstanding cost efficiency. We begin with an initial assessment that highlights quick hits for immediate implementation. Implementation ranges from telephone, to CRM/Salesforce integration, to data and reporting which includes dashboard, warehouse, analytics.



Five9
Global Systems
Integrator Partner

Expertise in:

Interactive Voice Response (IVR)
Design, Build & Cleanup

Intelligent Virtual Agent (IVA)
Design & Build & Implement

NLP (Natural Language Processing)

Five9 Agent Assist

Five9 Speech Analytics (QA Automation)

Salesforce Integration

NEW:
SimpliTalkCX Workforce Management



DECISIVEDGE
Collaborate • Break Through

Optimize your Five9 investment with DecisivEdge

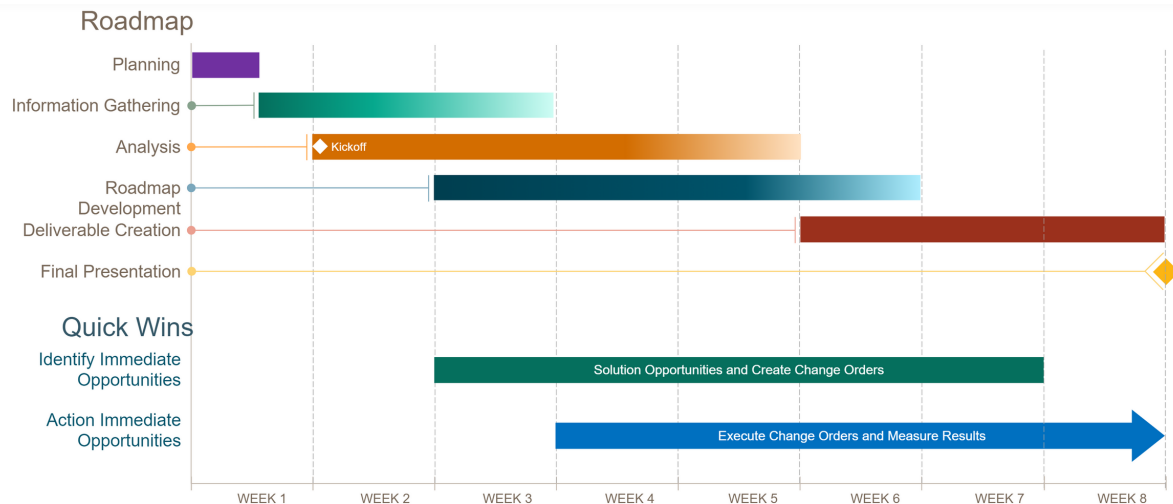
We do really cool stuff with Five9 – and we love our work. Our team of contact center experts, combined with Five9 certified engineers, help clients get the most out of their Five9 investment.

We can help:

- **Implement new Five9 instances.**
- **Modify existing** Five9 platforms to stay ahead of competitors deploying new technologies.
- **Elevate or fix a broken IVR** that's negatively impacting customer experience – and your revenue.

Take a look at our contact center methodology, services and get to know us. We want to be your Five9 partner here on out.

► Assessment Activities & Timeline



We execute using agile practices (iterative, incremental, and evolutionary)

► Areas of Focus

Data drives your business

- Align business goals and customer expectations
- Develop and implement contact strategies
- Leverage technology and insights to achieve business goals and customer expectations

Leverage the power of speech analytics

- Develop and refine customer intents
- Identify agent success language
- Improve agent sales/service skills
- Automate quality and compliance processes

Develop actionable insights

- Develop or enhance an enterprise data management program
- Organize historical and real-time operational and financial data
- Analyze data to drive predictive and proactive insights and engagement

Foundationally enhance your contact center

- Seamless omni-channel experience
- NL based IVR
- Intelligent routing and messaging
- AI chat
- Integrate disparate systems

Optimize sales and service

- Leverage context to reduce internal transfers
- Achieve one touch resolution
- Simplify the agent workflow
- Eliminate manual processes

Improve operating efficiency

- Increase forecasting accuracy
- Optimize staffing schedules
- Achieve contact handling metrics
- Deliver on your brand promise



DecisivEdge is a global business consultancy and technology services firm that helps organizations elevate CX operational capabilities with best-in-class technology solutions, analytics and data-driven strategies.

We deliver a more personalized customer experience by working with global leaders in leading CCaaS platform technologies like Five9, or conversion tracking like CallTrackingMetrics, or CRM technologies like Salesforce.

For more information, GetResults@DecisivEdge.com or (302) 299-1570

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