

Improve customer experience and heighten agent efficiency



Integrate with third-party products such as agent desktops, omnichannel connections for social media, data analytics and observability, CRM and case management systems.

Consegna CX, powered by Stax accelerates your time to value

Leverage knowledge and expertise gained from customer successes across a variety of industries

Working with you, our teams will build out solid foundations based on best-practice, including landing zone development, Amazon Connect and AWS services implementation and AI/ML integration. This enables our customers to rapidly build, test and iterate the customer service experiences which are important to you, through:

- Customer journey design
- Experience and interaction design
- Service implementation and migration
- Post implementation support and training
- The customer service professionals are engaged early and throughout the process, helping ensure self-sufficiency in ongoing operations.

The Consegna CX approach creates a platform which you can continue to iterate and provide your customers with new and engaging experiences; powered by Stax. Through prefabricated frameworks, Stax establishes a best practice cloud foundation, taking care of all critical components and fundamentals to help organisations of all sizes unlock the opportunities of AWS faster.

Contact us now to take advantage of a complimentary CX Discovery Assessment, and our CX Pilot, utilising our prebuilt accelerators

