nuecho)))

Outside the box thinking everyday

Customer Contact Center Solution Providers

Come work with us!

nuecho)))

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Customer experience is our business

Who we are and what we do.

Customer experience is our business. Our clients are enterprise level organizations looking to improve their CCC solutions and/or deploy a new one that surpasses their client experience needs. Our offerings include: **implementation, integration, customization, optimization, deployment and QA.** As a boutique style consulting firm, our creativity and agility help our clients stay ahead of trends in client interactions.

Our three interrelated practices…

1 CCC Consulting & Solutions

Our largest practice addresses everything contact center consulting and custom solutions development. Our progressive, technologically savvy team creates our biggest market differentiator! Architects, analysts, systems integrators and software developers come together to create state-of-the-art solutions. We work with and build off the leading contact center platforms in the industry. We help our clients tailor CCC solutions to answer their needs of efficiency, operations, and client experience.

2 Testing and Monitoring

We are uncompromising when it comes to quality; making it not surprising that our second practice revolves around testing and monitoring. The need to test our solutions prior to client delivery, resulted in the birth of our robust testing tool; NuBot. Nu Echo offers a team of testing experts, a proven methodology and the industry's most user-friendly cloud-based platform to find system issues before clients experience them.

3 Speech Applications & Tuning
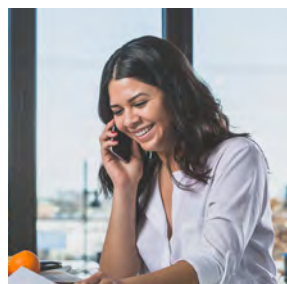
Our speech and conversational practice is where Nu Echo started; and it is what makes us unique. Everyone considers user experience when it comes to the web, but have you properly thought out your Voice User Experience? The proper structure and flow of your speech application (choice of words that guide your clients through) is critical to efficient operations, positive client experience and loyalty. Nu Echo's team brings a wealth of expertise: speech recognition, natural language, machine learning, more.

Where we play within an omnichannel strategy; our differentiator.

Omnichannel CCC Solutions

The purpose of omnichannel contact centers is to provide seamless, personalized customer experience across all touchpoints. It's having systems that help predict client intent based on profile and history of contacts across touchpoints. It's about building highly dynamic applications that adapt their behavior so that the customers feel they are getting a personalized service.

Does your system proactively notify or contact customers at critical moments in their journeys, anticipating their needs?

This is a dramatic departure from traditional contact centers, which are mostly reactive rather than proactive and are mostly static rather than dynamic. Omnichannel CCC solutions can absolutely transform the customer experience and enable companies to differentiate themselves from the competition.

Omnichannel solutions are complex to develop and difficult to test and maintain if not done right. This is where Nu Echo excels! Our deep software development, CCC skills, combined with a test-driven delivery methodology produces high performance solutions that are easy to maintain and seamlessly evolve as the business requirements evolve.

Omnichannel Innovations Lab

Innovation is at the heart of Nu Echo; it's part of our DNA. We like to push technology in new and unchartered territory. We are never satisfied with the status quo whether it is in developing new applications, in designing and customizing CCC systems or creating new technologies to push the limits of client interactions within a larger omnichannel strategy. At Nu Echo there is no challenge too big. We believe your clients deserve the best experience!

Our Lab is made up of inventors, creators, outside the box thinkers and researchers.

The team's focused on expanding our knowledge of the latest technologies: AI, deep learning, natural language processing, conversational agents. What effect do these technologies have on improving the effectiveness of omnichannel contact centers? We can guide you in solutions selection, their development, deployment and continuous optimization.

Typical modes of omnichannel engagement

Deployment of e-services infrastructure	Quick-Win Package Discovery, Analysis, Recommendations!	Chatbot POC	Strategic CCC Omnichannel Consulting	Custom Project