cxm

a better customer experience

Our Story

CXM was developed for a financial client back in 1998 who requested a way to monitor and record calls. They needed easy to use tools with searching capabilities. Twenty years later, our development is designed to deliver customer focused solutions.

Our Focus

Call Recording

Quality Monitoring

Workforce Management

Our Customers

Although we work with customers of all shapes and sizes, we are experts at delivering a unified solution across multiple sites and platforms.

How We Integrate

Cloud based or on premise - we integrate with a
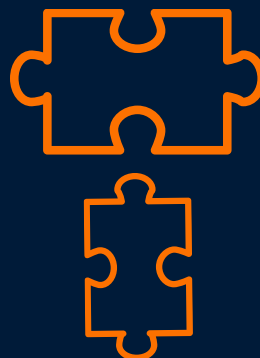variety of communication systems to include:

Avaya	Mitel
Cisco	Genesys
Nortel	NEC

How We Help

Simple

Intuitive

Customer Focused

Maintenance & Support

Our support program is an all-in-one solution. Annual
maintenance and support covers training, upgrades, and
labor.

Our goal is to keep our customers on the latest
version, fully trained and at peak operation for a
single planned price.

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