



DX Solutions Let Your Customers Choose Their Own Journey

From CX to DX

Digital is disrupting every aspect of life and transforming the way consumers want to interact with their brands. As CX rapidly becomes DX, brands and businesses will need new strategies and tactics to remain competitive.

#1 In Digital Customer Experience

iQor was one of the first to launch an all-digital technology platform. Since then we've quickly grown our digital capabilities. We outperform our competitors because we deliver consistently superior outcomes. Over 90 percent of our digital programs are ranked Number One.

Choose the Right Path on a Digital Journey

Through the Social Media monitoring tools our agents track, filter, engage and improve the customer experience. Agents are empowered to resolve the item on the same channel or switch to a channel that will provide the best outcome for the customer.

iQor DX Capabilities

- 2,000+ FTEs selected and trained for DX Solutions.
- 8 million digital conversations a year.
- Email, text, bots, web chat and self-service forums, social media and instant messaging.
- 7 DX hubs including on-shore, near-shore and off-shore options.
- Best-in-breed omnichannel technologies for easy integration.



90% Interactions for users under 25 are digital.



25-34 Age group conduct 80 percent of interactions on digital channels.



50% interactions of consumers aged 35-54 are digital.



Asynchronous SMS, social media, IM apps make up the fastest-growing DX segment.



DX SOLUTIONS

Digital Employee Journeys | Recruiting, training and retaining digital natives

We've completely revamped our recruiting, hiring and training programs to hire digitally savvy candidates who excel in social and asynchronous messaging.



Gamers and Social Media Stars

We recruit with targeted digital messaging to find the gearheads and social media savants.



DX aQademy

Recruits receive rigorous, channel-specific training at iQor's DX Academy, supervised by senior agents with expertise in their specific channel.



Digital Engagement

Agents use chatbots such as iQor's own Q-Bot, are incentivized with gamification and use real-time performance dashboards.



Analytics-Driven Optimization

With strict concurrency limits based on experience, we monitor interactions for friction and identify when to switch digital channels.



Digital Channels, Digital Workplace

Call centers were designed for calls. New channels require new environments – collaborative workspaces where agents and supervisors can solve problems on the fly. iQor is the first in the industry to create modular DX workplaces without enclosed cubicles to facilitate collaboration and the sharing of best practices across teams and channels.