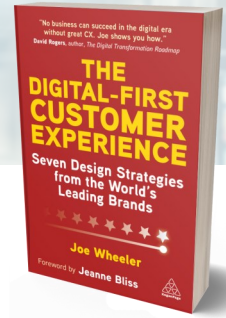


POINTILLIST MANAGED SERVICES

Fact Sheet



Managed Services from CX/Digital

CX/Digital's Managed Services offering provides our clients with:

- **A Dedicated Team:** CX/Digital assigns a core team to act as an extension of your staff. We work hard to learn every aspect of the business from the customers you serve to the product groups and operations teams that support fulfillment and after-sales support.
- **Reduced Learning Curve:** Once we have completed our orientation to learn about your business, we start creating value from day one of our onboarding process because we apply the power of the Pointillist platform immediately.
- **We Are Specialists:** We apply Pointillist to boost sales, reduce churn and increase operational efficiencies. In addition to our expert knowledge on utilizing Pointillist, our team each bring their individual specialization around digital marketing, customer support or operations efficiency. This translates into providing significant value beyond application expertise. We partner closely to isolate real opportunities to optimize both the experience for customers and performance for the business.
- **Variable Cost Center:** Partnering with CX/Digital means that when demand for journey orchestration is high, we are there to meet that demand. But when it is not, you can scale down our services to effectively match capacity to demand.



Partner with CX/Digital to:

- Exploit the full value of the Pointillist platform to advance your CX strategy and goals.
- Increase or decrease capacity to apply journey orchestration and optimization to match the demands of the business without the need to carry significant fixed costs.
- Rely on a dedicated team, goaled based on the commitments made in the business case, to achieve the incremental revenue, costs savings and customer retention levels estimated based on the baseline data collected.
- Reduce time-to-value by having a proven team to plan and execute the Pointillist solution from 'pilot' to 'production' quickly and reliably.

Contact us to learn more about how CX/Digital can start making a difference for your business today.

Contact: info@cxdigital.ai or call 902-579-0367

Visit us at: cxdigital.ai