



# C1 Total Care for CX

C1 Total Care for CX is a revolutionary expert-driven managed service designed to optimize, support, and continuously improve your organization's cloud contact center and customer experience (CX) operations.

The solution combines roadmap planning with a unique combination of engineering expertise, a first of its kind flex services account program and end to end call journey assurance monitoring that includes CX and agent experience (AX) testing resources, enabling companies to rapidly deploy new services with the highest levels of quality, significantly improving time to value and ensuring CX success.

## Key benefits

- **Enhanced customer experience:** AI-driven CX, AX and call journey assurance to improve the customer experience.
- **Increased operational efficiency:** Reduced downtime and optimized performance with continuous optimization and improvement.
- **Cost savings:** Reduced IT burden and support expenses through streamlined operations.
- **Expert resources:** Access to a deep bench of CX and contact center experts as trusted advisors, and to augment existing IT resources.
- **Scalability and flexibility:** Easily adapts to business growth and evolving needs.
- **Future-ready solutions:** Keeps businesses ahead of evolving AI and CX trends through roadmap planning.

## Choose a plan that's right for your organization

### Foundation

- ✓ 24x7x365 technical support
- ✓ Flex services account
- ✓ CX assurance monitoring
- ✓ Technical account manager
- ✓ Customer success manager
- ✓ CX insights workshop
- ✓ Monthly status calls
- ✓ Annual business review

### Premier

- ★ **Everything in Foundation**
- ✓ CX requirements assessment
- ✓ Annual performance alignment
- ✓ AX assurance
- ✓ Bi-weekly status calls
- ✓ Bi-annual business reviews

### Elite

- ★ **Everything in Foundation**
- ✓ CX requirements assessment
- ✓ Annual performance alignment
- ✓ AX assurance advanced
- ✓ Weekly status calls
- ✓ Quarterly business reviews



## Features



### 24x7x365 technical support

Always on technical support, 24 hours a day, 365 days a year anywhere you conduct business.



### CX assurance monitoring

Proactive, scalable CX quality monitoring & testing for IVRs and IVAs.



### Technical account manager

Access to a designated technical account manager and lead technical contact.



### Flex services account

Credits that give you the **flexibility** to augment your staff with the C1 resources you need.



### Technical advisory services

Access to technical advisors with deep CX knowledge, experience, and expertise.



### AX assurance monitoring

Proactive, scalable AX quality monitoring and testing for end-to-end customer call quality assurance.



### Customer success manager

Access to a designated customer success manager acting as your primary advocate.

## Supported cloud contact center platforms



C1, the global technology solutions provider, transforms businesses by creating connected experiences that shape the future. With more than 6,000 customers, C1 empowers industries through secure, innovative technologies, collaborating with leading partners to deliver total lifecycle solutions. Learn more at [onec1.com](https://onec1.com).