

CX Journey Redesign + AI Pilot

Redesign the journey, then let AI run the parts it can.

In eight to ten weeks we redesign the customer journeys that drive the most contacts, fix the routing and knowledge behind them, and pilot AI with the vendor you choose. Success is measured on resolution, callbacks and customer effort, not on how many calls the bot deflects.

WHAT WE DO

Journey mapping

The top contact-driving journeys, mapped end to end.

Failure demand

Remove the reasons customers have to call twice.

Routing & knowledge

Clean intents and one source of truth.

AI pilot design

Use cases, guardrails and the handoff to agents.

Pilot run

Live with your vendor, measured every week.

Agents & quality

Scripts, coaching and a QA loop that includes the bot.

WHAT YOU GET

- Redesigned journeys for your top contact drivers
- Routing and knowledge rebuilt for the pilot scope
- AI pilot live, with guardrails and a clean handoff to agents
- Scoreboard on resolution, callbacks, effort and cost
- Scale-up plan and business case

HOW IT RUNS

Weeks 1-2	Journey maps and baseline
Weeks 3-5	Redesign, routing and knowledge
Weeks 6-9	AI pilot live, measured weekly
Week 10	Results and the scale-up plan

INVESTMENT

\$45,000

Fixed fee, eight to ten weeks, for up to three journeys in one contact center. Platform licenses are paid to your vendor. Afterward, \$7,500 a month to tune and scale.

BUILT FOR

Contact centers that have finished a Contact Center & AI Readiness Assessment or a similar review, and have an AI or cloud contact-center platform chosen or shortlisted.

WHAT IT IS NOT

- Not a platform sale or license
- Not a systems integrator: your vendor configures, we lead the design and the pilot
- Not measured on deflection alone