

BPOinBox Brochure v1.5

Executive proposition

BPOinBox helps organizations launch or modernize customer operations using a practical combination of omnichannel engagement, AI assistance, process governance, analytics and managed service discipline.

Platform layers

Channel intake, agent workspace, AI assistance, workflow orchestration, quality monitoring, dashboards and audit-ready governance work together as one operating model.

Assessment-led discovery

Nine assessments help identify readiness across AI BPO, omnichannel maturity, agent assist, SLA governance, ROI, outsourcing readiness, CX stack modernization, AI opportunity and data security.

- AI BPO readiness
- Omnichannel CX maturity
- Agent assist and knowledge readiness
- BPO governance and SLA readiness
- Cost-to-serve and automation ROI
- Customer operations outsourcing readiness
- Digital CX stack modernization
- AI automation opportunity
- Data security and compliance readiness

Pilot model

The recommended starting point is one process, two or three channels, limited integration scope, clear KPIs, named owners and weekly outcome reviews.

Commercial models

Engagements can start as a pilot, growth operations package, regulated enterprise model or partner-led rollout. Final pricing depends on scope, integrations, volumes and support hours.

Trust and compliance

The operating model emphasizes access controls, data handling, audit trails, QA cadence, escalation rules and evidence packs for leadership review.

Next steps

Complete the relevant assessment, request collateral or register a partner opportunity from the website. Form submissions send acknowledgement to the submitter and internal notification to BPOinBox.