

BPOinBox

Powered by Enrich

- AI-enabled BPO launch stack for modern customer operations
- Omnichannel intake, agent assist, workflow governance and analytics
- Designed for pilots that can scale into managed operations

The problem

- Channels are fragmented and hard to govern
- Agents switch screens and depend on inconsistent knowledge
- Automation programs often lack controls and measurable ROI
- Leadership lacks a single view of service health

The BPOinBox answer

- One operating model for channels, agents, AI and governance
- Assessment-led discovery before implementation
- Human-in-the-loop controls for responsible AI
- Weekly outcome reviews to convert data into action

Platform layers

- Channel intake: voice, email, chat, WhatsApp and web
- Agent workspace: context, scripts, knowledge and templates
- AI assistance: triage, suggestions, summaries and next best action
- Governance: SLA, QA, escalation and audit trail

Common assessments

- AI BPO readiness and omnichannel CX maturity
- Agent assist, knowledge and SLA governance readiness
- Cost-to-serve and automation ROI evaluation
- Outsourcing, CX stack, AI opportunity and compliance checks

Pilot approach

- Pick one process family and target outcome
- Define channel scope, data access and escalation rules
- Launch with dashboards, QA cadence and weekly reviews
- Scale after validating adoption, control and benefits

Engagement models

- Pilot Launch
- Growth Operations
- Enterprise / Regulated Operations
- Partner-led rollout and opportunity registration

Next steps

- Complete the relevant website assessment
- Request the latest collateral pack
- Book a pilot discovery conversation
- Align on scope, timeline, governance and commercial model