matrix NETWORKS

mCX

CLIENT EXPERIENCE & AI

Every channel, one team.

Phones, contact center, chat, text, and email often run on separate platforms with separate support, and your IT team ends up as the middleman. With mCX, Matrix engineers manage the platforms, routing, integrations, and analytics behind every interaction, and add AI only where it proves its value.

HOW IT WORKS

We've been doing this since 1984. Let us do it for you.

Skip the big vendor support queues. Matrix becomes your first line of support for phones, contact center, video, messaging, and the AI tools behind them. Our engineers already know your system, bring decades of experience to every fix, and handle the vendor escalations for you.

	THE TYPICAL SETUP	WITH MATRIX NETWORKS
Channels	Each channel runs on its own platform and support desk.	Every channel managed as one experience, by one accountable team.
Vendors	Your IT team chases each vendor when something breaks.	Matrix handles vendor escalations, so your team stops being the middleman.
Call quality	Platform support stops at the platform, so network problems go unseen.	Matrix runs the LAN and WAN too, so we see the full path your calls and data take.
AI	A chatbot added on top, with no tie to your call flows.	Virtual agents built into your routing and tuned over time by the team that runs it.

WHAT'S INCLUDED

Built for consistency, insight, and adoption.

Managed CX platforms

Cloud phone systems, contact centers, chat, text, and email, run by engineers who know your environment.

Network-first support

Matrix also runs the LAN and WAN, so we trace call quality problems across the full path, not just the platform.

Intelligent virtual agents

Matrix designs, deploys, and tunes virtual agents (IVA) for scheduling, appointment verification, and routine requests, built on decades of call flow work so automation hands off cleanly to a person.

AI readiness and pilots

We align your data, set usage policies, and pick the right use cases, then pilot before anything reaches clients.

AI governance

Once AI is live, we monitor it, control who can access what, and show where it pays off. No black boxes.

Ongoing tuning

Roadmap planning and vendor escalations handled by Matrix, so your phone and contact center investments pay off.

BUILD WHAT YOU NEED	
mCX + AI Strategy	Add AI deliberately: our Assess, Evaluate, Deploy, and Optimize framework proves value in a pilot, then scales virtual agents, routing, analytics, and knowledge assistants safely.
mCX + Concierge	Moving to a new phone system or contact center? One project manager owns it through launch, with call flows and queues built right the first time, plus day-one onsite support.
mCX + MCaaS	Matrix sources the circuits, designs the SD-WAN or SASE network with voice in mind, and manages the carriers: one team, from circuit to conversation.

OUR PROCESS

01
Educate & Evaluate
We assess client journeys, platforms, and data, and set success metrics.

02
Design & Deploy
Platforms and routing built network-first to work on day one.

03
Onboard & Optimize
We support adoption and refine routing using performance data.

04
Monitor & Maintain
Ongoing monitoring, with issues resolved proactively.

"The Matrix team ensured a seamless migration to our new voice platform. From planning to go-live and ongoing strategy, they provided true white-glove service."

STUMPTOWN COFFEE ROASTERS

Simplify your client experience.

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