

Loreto Consulting is a Minority owned, HUBZone and VA SWaM certified business dedicated to providing sound, superb and timely solutions and advice on strategic issues and challenges. Our digital transformation services help organizations increase customer loyalty, all while driving new revenue and reducing cost. Our CX strategy focuses on making companies more customer centric by improving their experience across all touchpoints.

Headquartered in Leesburg, VA, Loreto Consulting offers Contact Center solutions, Customer Experience transformation, AI solutions and Project Management services for Government and Corporate clients.



Contact Center Solutions

- Omni-Channel and Telephony
- Unified Agent Desktop
- Workforce Optimization
- Data Analysis and KPI Tracking
- Forecasting and Scheduling
- Real Time Monitoring
- Quality Assurance



Customer Experience

- Customer Experience Strategy
- Transformation Blueprint
- Customer Journey Mapping
- Customer Engagement
- CSAT and NPS Improvement
- Knowledge Management and Self Service



AI Solutions

- Workflow Automation
- Chatbots/Virtual Assistants
- Intelligent Self Service via IVR
- Predictive Behavioral Routing
- Intelligent Routing
- Performance Analytics



Project Management

- Business and Systems Analysis
- Business Process Management
- Continual Service Improvement
- Risk Analysis
- Quality Management

Pertinent Codes

541511	Customer Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
541611	Administrative Management & General Management Consulting Services
541618	Other Management Consulting Services
541990	All Other Professional, Scientific & Technical Services
561110	Office Administrative Services
561320	Temporary Staffing Services
561421	Telephone Answering Services
561422	Telemarketing Bureaus & Other Contact Centers

Certifications

HUBZone Certified
VA SWaM Certified #806642

DUNS

079780076

Cage Code

7CGK4

We Build Lasting Relationships Between Candidates and Businesses.

Loretoconsulting.com

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