

Customer Experience Sets You Apart

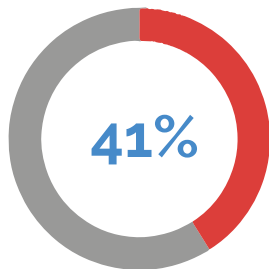
Overview

The importance of understanding your customers' experience has never been greater in today's ultra-competitive markets. Businesses closest to their customers are growing fast, while their competition is being left behind.

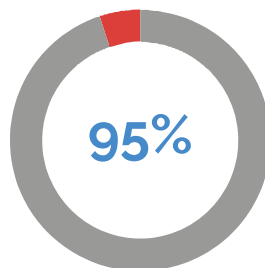
Key Learning Points

- Every business is a Contact Center Customer
- Customers demand digital interactions
- Omnichannel functionality
- Analytics
- Artificial Intelligence's impact

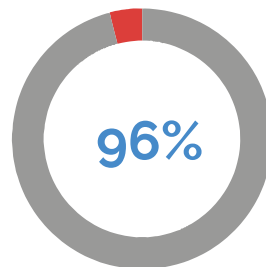
Customers have very specific expectations when it comes to service



of customers have stopped using a product or service after having to repeat themselves over and over or after being passed from rep to rep.



of respondents say that a knowledgeable and friendly customer service rep ranks as a top-three factor for a great customer service experience.



of customers expect their issues to be resolved (quickly) on the channel of their choice.

Yet, companies are struggling to meet them with on-premise contact center technology.

And customers simply won't tolerate it.

4X

Customers have stopped using a product or service four times on average, in the past year, due to a bad customer service experience.

5X

And younger customers between the ages of 18-34 have stopped using a product or service over five times on average, in the past year, due to a bad customer service experience, revealing the higher standards that today's companies must meet for younger customers.

<50%

of respondents have chat, text, social, and/or video interactions available within their contact center.