

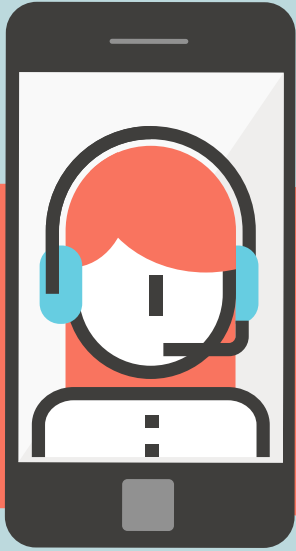
TIPS & PITFALLS

ON THE PATH TO A POSITIVE CUSTOMER EXPERIENCE

Get off to the right start by ensuring your prospects and customers connect instantly every time! By providing excellent customer service leveraging state-of-the-art technology, you can win and keep customers easier than ever before!



Connect with your customers using video, chat or text right from your website or mobile app.



75% of customers say it takes too long to reach a live agent ¹



By 2020, customers will manage 85% of their relationship with the enterprise without interacting with a human. ²



Your customers will enjoy instant responses using a variety of connection alternatives.



55% cited issues that weren't resolved in a timely manner ³

Eliminate wait times and offload your IVR Queues by interacting online with customers.



12% average abandonment rates in IVR queues ⁴



70% consumers consider Excellent Customer Service in top 3 factors when choosing a company/brand ⁵



By creating a positive customer experience, you can grow your customer base and drive revenue through upsells or customer referrals.



For more information on Temovi solutions contact us through our website at www.temovi.cloud or on 0151 650 6322

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1. & 3. 2010 Customer Experience Impact Report (RightNow) | 2. 2011 Gartner Predictions Customer 360 Summit | 3. 2010 Customer Experience Impact Report (RightNow)
4. 2016 Talkdesk Call Center KPI Benchmarking Report | 5. 2014 Global Customer Service Barometer US (American Express)