

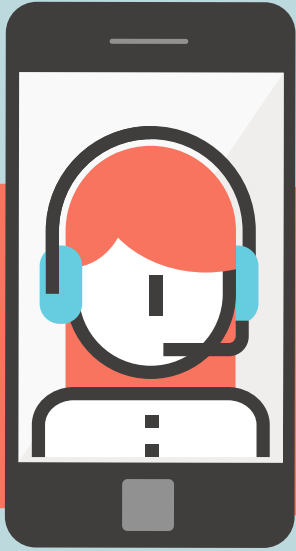
TIPS & PITFALLS

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 click-to-call and visual menu tree functionality right from your website!



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 communication with you with only one click of their mouse.



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.



Contact Us Today! VVAsales@voiceflex.com

Visit: voiceflex.com or contact +44 (0) 20 3301 6000 to get started today!

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