CUSTOMER EXPERIENCE NIGHTMARES

Which of these are *haunting* your contact center?

Poor customer service can quickly turn a successful business *into a ghost town.*

72% of customers have stopped doing business with a company because of a bad experience.[1]

Agents who fail to engage customers can end up *scaring* away loyal customers.

50% of customers are irritated when an issue does not get resolved.[2]

76% of customers view service as a "true test" of how much a company values them.[3]

Inefficient systems can really *take a bite* out of your contact center's productivity.

42% of contact centers are unable to effectively manage end-to-end workflow of interactions, primarily due to unintegrated applications.[4]

51% of customer service teams struggle with data challenges.[4]

Don't blame the *full moon* when good experiences turn bad...

31% of customer dissatisfaction can be traced back to service teams that were not empowered to help customers.[5]