

ALWAYS-ON CUSTOMER SERVICE

CUSTOMER CARE
WHEREVER THEY ARE

Offer your customers the direct contact to a customer care agent, regardless of the touchpoint or device: a videochat at the POS, a call-me-button on print flyers or appointment scheduling via landing pages.

Leverage your customer care!



► BENEFITS

CONNECT ANYWHERE, ANYTIME

- 83% of customers say they want their shopping experience to be personalized in some way
- Cost savings through centrally available sales consultants
- Easy scalability
- No waiting time for the customer
- All information about your customer contacts in one place

► CASES & OPPORTUNITIES

- Customer support at any touchpoint of the customer journey
 - Instore
 - Brand app
 - Landing page
 - Online shop
 - Print media
- Integration of video- or textchat, phone calls, etc.

► HOW TO START, HOW WE HELP

- Trial concept and implementation
- Roll-out
- Training
- Reporting and evaluation