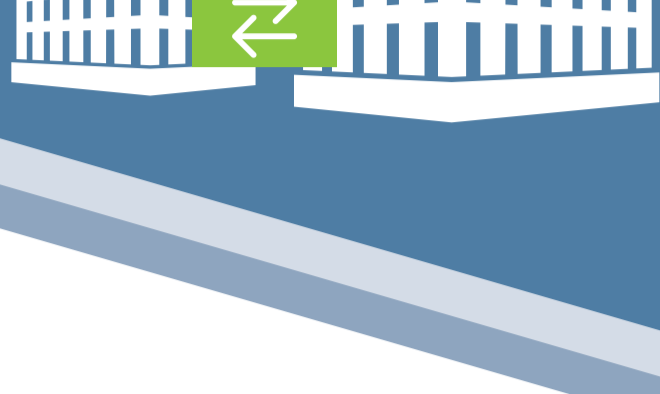


IMPROVING HELP DESK SUPPORT

Current SUPPORT LANDSCAPE



82%

of consumers have stopped doing business with a company because of bad customer service.¹

A dissatisfied customer will tell between

9-15

people about their experience. Around 13% of them will tell more than 20.²



For every customer who bothers to complain,

26

other customers remain silent.²



It takes

12

positive experiences to make up for one unresolved negative experience.³



CUSTOMER EXPECTS

9/10

consumers expect to receive a consistent experience over multiple contact channels.⁴



60%

of consumers have higher expectations for customer service now than they did just one year ago.⁵

42%

of consumers have made more purchases from a company after having a good customer service experience.⁶



LOYAL CUSTOMERS ARE

5x

more likely to repurchase from you.⁷

5x

more likely to forgive you as a business.⁷

7x

more likely to try a new offering.⁷

4x

more likely to refer you.⁷

SECURITYCOVERAGE DELIVERS

First Call Resolution

80%



Average Handle Time less than

10 min



Quality Assurance scores of

90%



COMPREHENSIVE KNOWLEDGE BASE

Our expansive knowledge base is updated regularly to cover a large array of devices. We diligently document partner processes and special needs to ensure the best possible service.

DSL Modems Supported

159



Fiber Devices Supported

45



Remotes Supported

70



Cable Modems Supported

88



Digital Cable Boxes Supported

54



IPTV Boxes Supported

29



CALL US TODAY TO SEE HOW WE CAN HELP SUPPORT YOUR CUSTOMERS:

1-877-725-4839

SOURCES

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 2) Customer Service Manager (White House) - <http://www.customerservicemanager.com/customer-service-facts/>
 3) "Understanding Customers" by Ruby Newell-Legner - <https://www.helpscout.net/75-customer-service-facts-quotes-statistics/>
 4) Synthetix - http://www.synthetix.com/website_documents/Synthetix_Online_Customer_Service_Survey_2012.pdf
 5) Parature (Global State of Multichannel Customer Service Report) http://ww2.parature.com/lp/2015globalmultichannelreport_blog.html
 6) Zendesk - <https://www.zendesk.com/resources/customer-service-and-lifetime-customer-value/>
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