

# How to Make Support Into a Competitive Weapon to Retain Customers

Service reps handle 10x more cases, resolve cases faster, at a lower cost



1

## You'll be the first to respond, every time

Auto-responses immediately create a case and confirm the request with your customers.



AUTO TEXT-TO-CASE

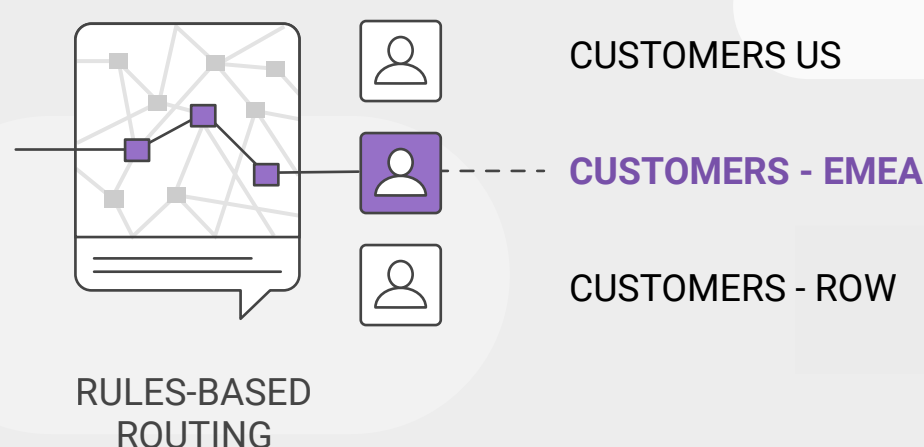


IMMEDIATE CASE CREATION AND PERSONAL CONFIRMATION

2

## Immediately route to appropriate rep

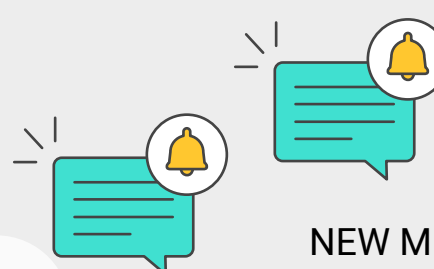
Configurable rules-based routing matches your in-place rules to be sure that the appropriate rep or team gets each case.



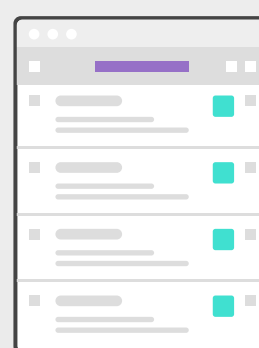
3

## Never miss a case again

Converse Rep Guidance alerts to new messages, creates case worklists, and makes finding any case as simple as a click.



NEW MESSAGE ALERTS

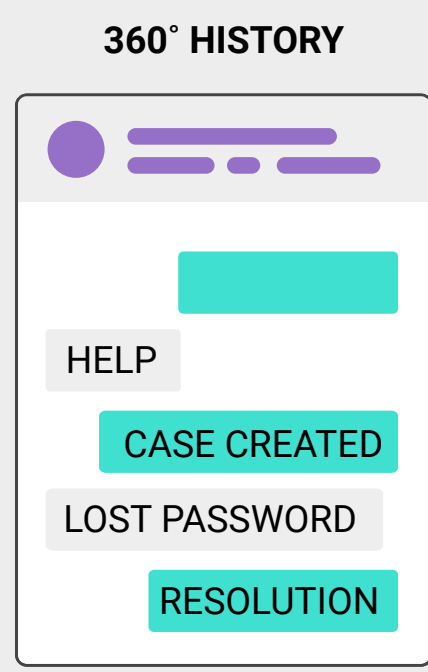


WORKLISTS

4

## Reps immediately start a relevant conversation

Reps quickly scan the 360° conversation history before beginning to resolve the case.

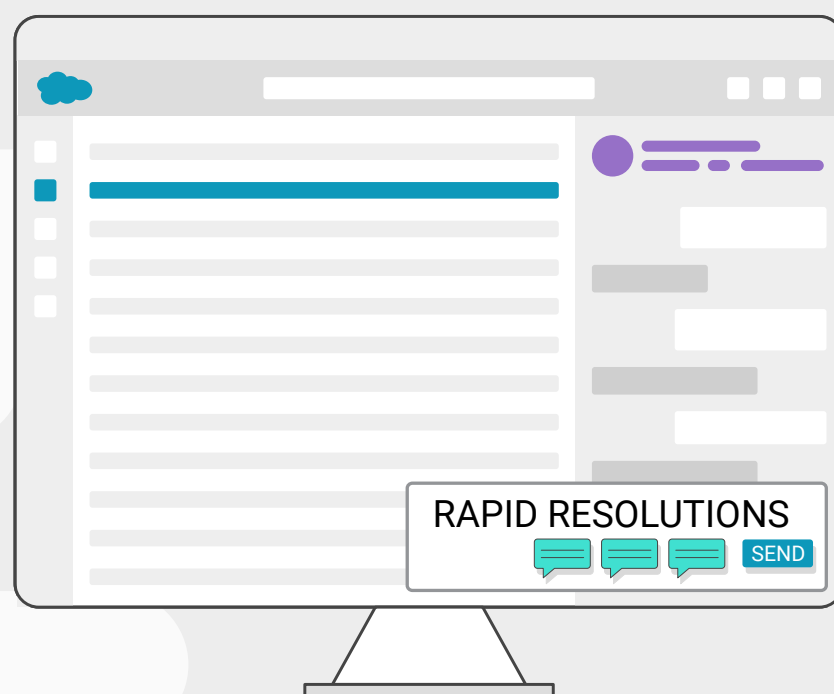


360° HISTORY

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## A rep can find the correct resolution and reply quickly

Converse includes Rapid Resolution Templates that you can customize. Reps easily respond with the best resolution.

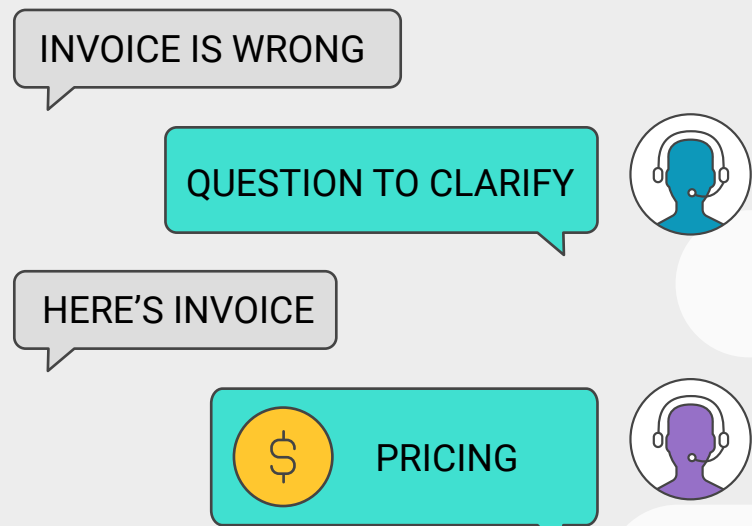


RAPID RESOLUTIONS

6

## Customers don't have to repeat themselves

Customers HATE repeating. With Team Inboxes, others can step in, review the case conversation and quickly be relevant.



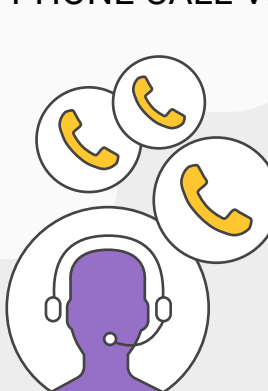
DIFFERENT REPS CAN REVIEW AND RESPOND

7

## 10x Increase in volume of cases handled

Reps can handle more cases, more effectively with Converse. Which means you don't have to hire more reps.

PHONE CALL VS MESSAGE



TODAY

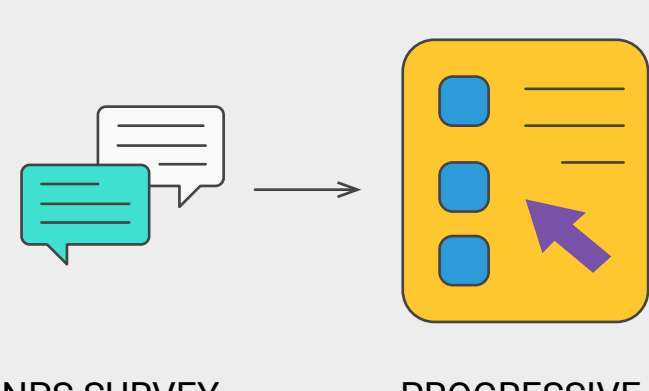


WITH CONVERSE

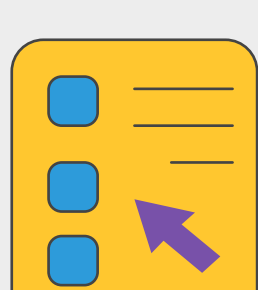
8

## Get immediate feedback

Automatically send an NPS survey on Case close. If your score is low, start a deeper survey to understand & resolve the issues.



NPS SURVEY

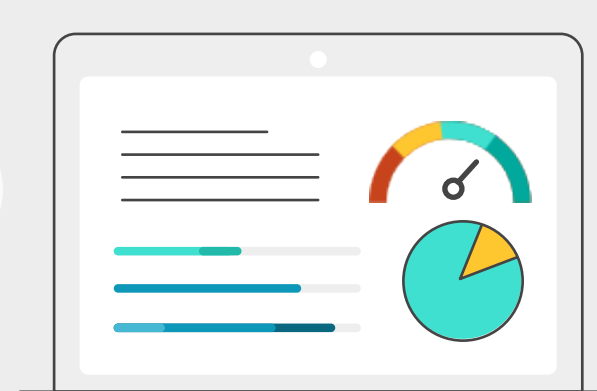


PROGRESSIVE SURVEY

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## Measure NPS and rep performance easily

Forget coding to get a basic report. Dashboards give you the insights you need to track and improve CS results.



OUT-OF-THE-BOX SERVICE PERFORMANCE



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