

RUNNING A SMARTER, FASTER CALL CENTER

Reduce AHT, increase FCR, and delight your customers.



In 2021, running a call center can be an especially stressful job...

Customer wait times in transportation and retail industries have **jumped 40%**.

zendesk.com/blog/zendesk-benchmark-snapshot-impact-covid-19-cx/



The Harvard Business Review found that the percentage of calls scored as "difficult" have **more than doubled**.

hbr.org/2020/04/supporting-customer-service-through-the-coronavirus-crisis

salesforce.com/research/customer-expectations/

70% of customers say connected processes—such as seamless handoffs or contextualized engagement based on earlier interactions—are very important to winning their business.



Customers switching companies due to poor service **costs** U.S. companies a total of **\$1.6 trillion** each year.

customercontactweekdigital.com/customer-experience/whitepapers/special-report-state-of-the-voice-channel

...But it doesn't have to be.

If the corona economy is taxing your CSR's, and your IT infrastructure

DISCOVER HYPERINTELLIGENCE®

This solution instantly empowers your staff to see contextual, disparate data directly in the places they already work, such as Avaya Contact Center, Genesys, HubSpot, or TalkDesk.

Discover how **HyperIntelligence** can transform your call center. Sign up for your free trial at www.microstrategy.com/hyperintelligence.

