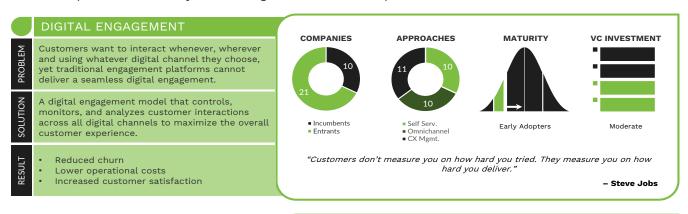


- Jeff Bezos, CEO, Amazon

## **Customer Experience**

Today, online consumers are willing to pay a premium for an enhanced experience and conversely are quick to seek a competitor when they have a negative customer experience.



Customers trying to resolve an issue are tired of one-dimensional chatbots and call center agents who can only triage problems and not resolve them without escalation.

A smart front-line virtual agent that can verify identity, collect information, triage and resolve the problem, and if necessary, hand off to a back-line agent assisted by a virtual coach.

Decreased operational costs

COMPANIES APPROACHES MATURITY VC INVESTMENT Incumbents Innovators "We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better."

Decreased resolution time Increased customer satisfaction

## CX ANALYTICS COMPANIES APPROACHES MATURITY As enterprises transform from being digitally delayed to digitally driven, many cannot derive insights from the sea of information as it is being filled by a constant stream of new customer data. A customer experience data analytics platform

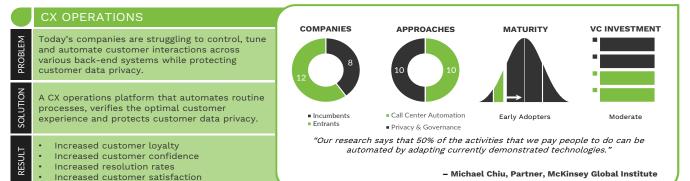
that continuously collects, analyzes, and visualizes customer behavioral data across all channels.

Increased response rates Greater ROI

Tailored and tuned workflows

Increased customer satisfaction





For more information, reach out to <u>labs@evotek.com</u>. Not a subscriber? Sign up at <u>labs.evotek.com/report</u>