

9 ways to improve call center efficiency

1 Streamline systems.

One easy-to-use interface (like Quiq) can improve your contact center operational efficiency with conversations and more.



2 Boost agent productivity.

Switching to a messaging-first strategy increases the speed with which agents can tackle customer conversations.

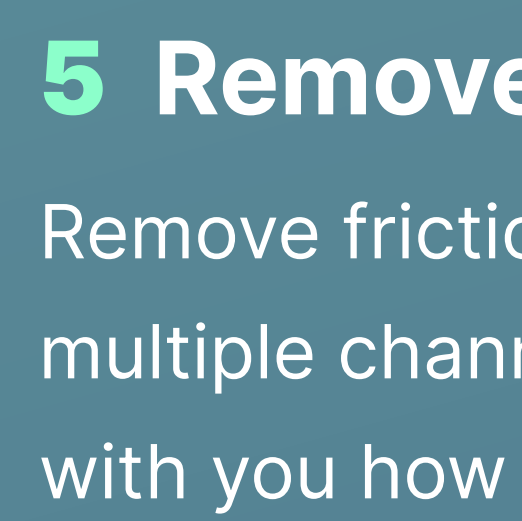
3 Drive down costs.

Beyond improving your contact center's operational efficiency, messaging is 3x less expensive than the phone.



4 Manage seasonal spikes.

Combine a bot with Natural Language Processing (NLP) to assist customers with simple questions with involving humans.



5 Remove friction.

Remove friction by enabling messaging on multiple channels so your customers can engage with you how and when they prefer.



6 Improve conversation quality.

Rich messaging is an advanced form of text messaging that includes multimedia and interactive tools, like appointment scheduling.



7 Engage more qualified leads.

Chatbots can help you identify qualified leads by engaging with your prospect and collecting info before it ever gets to your sales team.



8 Increase conversions.

Use proactive messaging to assist shoppers in navigating your website. They'll be 3x more likely to convert to a sale than unassisted visitors.



9 Raise customer satisfaction.

Regular, in-context surveys unlocks more and instant feedback.

