

What customers expect from service providers

In Financial Services, Public Services or High-Involvement Retail, customers still want personalised advice from the experts rather than having a fully automated online (shopping) experience.

When they feel ready to talk to an expert, customers expect a smooth transition from the **online to offline channels** as part of a great customer experience. Best practice is to **strategically combine both** options for customers, and open these up depending on the product, service & buyer journey context: the convenience of a **virtual video catch up** and a safe environment for a **scheduled visit to the branch**, all as part of a strong digital to human customer experience.

40%

of customer contact requests happen **outside of business hours**

67%

of customers will invest more in a service after a **prescheduled visit**.

75%

of millennials consider having the possibility of **having virtual meetings** as an essential part of customer service

Give your advisors superpowers



See **an improvement of double-to-triple digits (30%+)** and a frictionless conversion experience for all inbound and outbound digital customer journeys.



Increased productivity by up **to 17% per advisor**. Create an automated, error-free scheduling process, aiding the goal of professional excellence.



A customer-centric and professional customer **experience**, significantly driving your closing ratio and a higher chance for renewal and/or referral.



Real-time **insights**, capturing all commercial, scheduled activities and agent performance for omnichannel customer-facing agent networks.

Enterprises that rely on Pexip Engage to better connect with their customers.



We survived because of digital tools like Pexip Engage

Even before lockdown, we were looking for a way to avoid long queues. And then came Covid-19, which forced us to speed up our plans for digitalisation. We were already working on the rollout of Pexip Engage appointment system. Now we work solely by appointment or through the Pexip Engage Video, which has produced a phenomenal increase in client satisfaction and revenue for the business.



Francis Sörensen

Process & Digital Transformation Manager,
Social insurance fund De VoorZorg

1200

appointments booked
within the first week

30%

revenue increase within
the first month