

SUCCESS STORY | CONTACT CENTER

Leading Contact Center ISV improves customer satisfaction with a new chat solution

User-friendly, multi-browser chat application with rich UI

About the client

The client is a global contact center software leader, empowering organizations to provide smarter and faster customer experiences with its cloud customer experience platform that combines omnichannel routing, workforce optimization, analytics, automation, and AI.

Requirement

The client had to deal with challenges related to its existing patron chat application, which was incompatible with multiple browsers and devices. It was looking for a technology partner to build a brand new cross-platform customer chat solution.

Solution

Servion designed and built a new, user-friendly, multi-browser chat application with rich UI. This

consumer-facing live chat app was compatible with all devices, including mobile and tablets.

The solution included:

- A flexible, user-friendly, and responsive chat interface that integrated with customer's websites.

- Cross-browser and cross-platform compatibility

- Customizable location and appearance

Business outcomes

The new customer chat solution brought about several benefits for the client, including:

- Mobile usage of the customers increased by 28%

- Enhanced user experience and performance with 3X faster load times, compared to the old app



The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



Crafting CX solutions

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For more information, contact marketing@servion.com