

4 Leading Ways UCaaS Helps IMPROVE YOUR CUSTOMER SERVICE



Poor customer service costs businesses over \$75 billion per year.¹ Is improving your customer service easier said than done, though? With unified communications as a service (UCaaS), improvement may be easier than you think. Here's how.

How to Improve Your Customer Service with UCaaS

Using Remote Workers



More **productive, engaged, and efficient**² – that's how one study describes remote workers.

- With 77% of customers³ ready to recommend a business to friends after a positive experience, having “more productive, engaged, and efficient” workers puts you on the fast track to better sales.
- UCaaS makes a remote workforce more possible than ever.

First-Call Resolution



UCaaS improves the chances of first-call resolution (FCR) by allowing calls and customer information to be more readily transferred within the organization, so a transfer isn't a lost customer.

- SQM Group revealed that for every 1% improvement in FCR, customer satisfaction goes up 1% as well.⁴

Improved information Access



UCaaS allows users to have access to customer information – call history, previous purchases, and more – from one portal. No more missing data or waiting on colleagues to return emails with the info you need to address the customer.

- Research reveals that organizations that increase their customer retention by just 5% increase profitability by averages of 25-95%.⁵

Multichannel Access



Millennials prefer chat over any other contact method.⁶

- Be ready to meet that demand with UCaaS access, and reap the benefits of customer service that's delivered how and where the customer wants it.

When You Need Some Help Improving Customer Service with UCaaS

Everyone needs a little help making better customer service happen, and at AccessOne, we can help make it happen for you. Whether you email us at info@accessoneinc.com, or call us at **(800) 804-8333**, we'll be ready to help deliver a range of UCaaS from phone and call center services to videoconferencing and beyond.

SOURCES:

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3. <https://www.helpscout.net/75-customer-service-facts-quotes-statistics/>

4. <https://www.atlassian.com/it-unplugged/itsm/first-call-resolution>

5. <https://www.atlantech.net/blog/how-to-accurately-measure-the-roi-of-unified-communications>

6. <https://www.callcentrehelper.com/why-do-millennials-choose-chat-over-traditional-customer-service-125526.htm>