



ORXTRA presents: **Agentic Customer service**



## The Problem

## Inefficiencies in Customer Support



### Long Wait Times

Customers experience frustration due to delayed responses, with **37%** abandoning purchases or posting negative reviews after poor digital shopping experiences.



### Inconsistent Support

Variability in information provided across channels reduces customer trust, as **53%** of customers find support interactions fragmented due to multiple channels or calls.



### High Resolution Times

Traditional systems struggle to resolve queries quickly, requiring multiple follow-ups, leading to customer dissatisfaction.

The Solution ORXTRA-Powered Customer Support



Real-time Response & Action

ORXTRA's intelligent support tools eliminate wait times, providing immediate assistance.



Consistent and Accurate Service

ORXTRA ensures uniformity in responses, improving customer trust and satisfaction.



Efficient Query Resolution

Advanced automation resolves routine issues swiftly, enhancing service quality.

The Impact Results Delivered by ORXTRA



Improved Customer Experience

- Response times reduced by **90 %**
- First-contact resolution rates improved by **25 %**



Operational Efficiency

- Support teams handle higher volumes without scaling costs.



Enhanced Loyalty

- Consistent, fast, and accurate support fosters long-term customer relationships.



Cost Savings

- Automating routine tasks cuts operational expenses by up to **70 %**