

Connecting with your customers through conversations

Trusted by:



People aren't tickets

The image shows a CRM interface with a search bar at the top. Below the search bar is a navigation menu with items: Sales, Home, Opportunities, Leads, Tasks, Files, Notes, Accounts, and Cor. The main content area is titled "Cases" and "All Untouched Cases". A red box highlights "429 items" next to the text "Sorted by Case Number · Updated a few seconds ago". Below this is a table of cases:

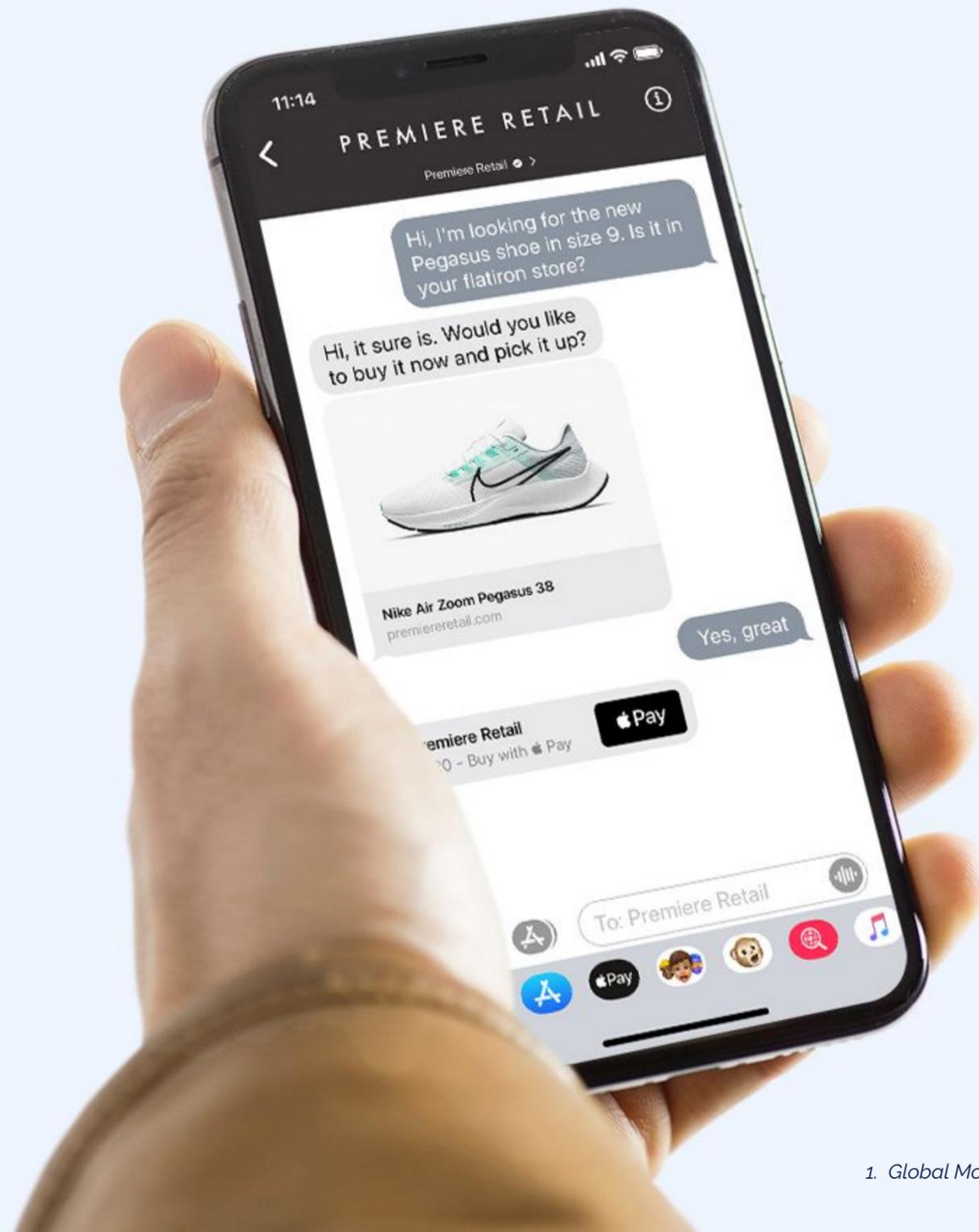
	CASE ...	C...	SUBJECT
1	00001026		Help!! I can't open the rec...
2	00001027		It won't work, again
3	00001028		Outlook toolbar not showi...
4	00001029		Can you come see me?

Below the cases list is a detailed view of "135 Incident Detail". The incident is reported by "Administrator" and is in "Open" status with a priority of "5". The "Summary Information" section shows "Memory Utilization is 78.61%, crossed warning (60) or critical (80) threshold." and "Total Activity Time" of "00:00:00". The "Description" section contains the following text:

Ticket created by EM CASD Connector.

EM User: SYSMAN
Alert Information:
Target Type: Host
Target Name: grid-vmlinux.us.oracle.com
Metric Column: Memory Utilization (%)
Metric Name: Load
Severity: Warning
Collection Time: 2009-12-05 18:45:33.0
Target Host: grid-vmlinux.us.oracle.com
Notification Rule: Memory UtilizationTest
URL: http://grid-vmlinux.us.oracle.com:4889/em/console/monitoring/metricDetail\$type=host\$pageType=byDay\$target=grid-vmlinux.us.oracle.com\$metricColumn=memUsedPct\$metric=Load

People want to have conversations



9 out of 10 consumers want to use messaging to communicate with brands₁

Conversations benefit everyone who is involved



Customer Benefits

- Customers are happier having conversations with brands and report increased customer satisfaction.
- Customers are more engaged.
- Customers get their issues, questions, or order handled faster than ever before.



Employee Benefits

- Increased efficiency with agents able to handle 5-8 conversations simultaneously vs. one call at a time.
- Faster response time.
- Easily automated tasks are handled by the bot which removes some of the minutes.



Business Benefits

- Higher LTV
- Increased conversion rates
- Higher customer CSAT
- Lower operating costs



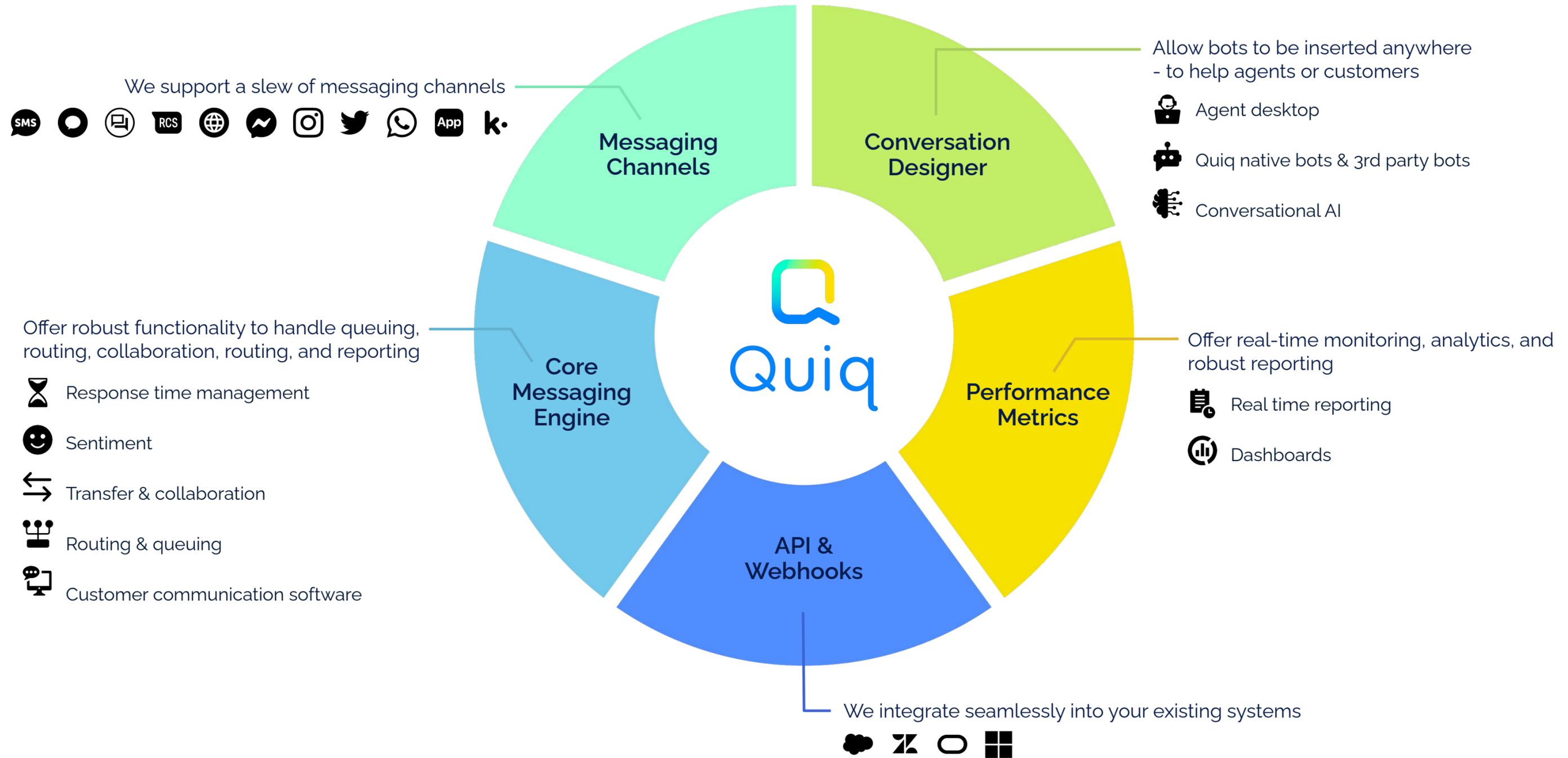
There is a better way...



- Increase your ability to connect with your customers by supporting every messaging channel on top of traditional channels, like phone and email.
- Realize cost savings and organizational efficiencies.
- Handle more customers per hour.
- Complement your existing processes and infrastructure.
- Connect seamlessly with out-of-the-box integrations to Salesforce, Oracle, and Zendesk, among others.
- Partner with our world-class customer support team to guarantee successful outcomes.



Quiq is built for asynchronous conversations



Better. Faster. More cost effective than your current solution

Call Deflection

Offer SMS as a channel in their IVRs allowing customers to move from the IVR to messaging

14%
Increase in response time 

13%
Increase in response time 

11%
Increase in response time 

14%
decrease in monthly calls 

Increased Efficiency

Agents can handle 5-8x with concurrent conversations

90%
Faster handle time 

5-8
concurrent messages avg. 

1 FTE = previous 3 FTE 

4-5
concurrent messages avg. 

Customer Engagement

Customers more likely to respond

14%
Increase in response time 

8pt
decrease in call abandonment 

75%
response to collection reminders 

60%
Increase in satisfaction survey completion 

Customer Satisfaction

64% of customers prefer texting

14pt
increase CSAT 

67%
Sat score on SMS (Compared to 37.10% with email) 

10pt
increase NPS 

1pt
increase in Google CSAT 



Case study



Problem

Customer service **costs were too high.**

Agents were handling most of their customer interactions through phone, which is an extremely inefficient and expensive channel. Overstock's industry is highly competitive, so they always are looking for ways to drive efficiency.

Solution

Set up outbound **SMS notifications for order confirmations and delivery status.** If a customer responded in the SMS thread, an agent immediately picked the conversation up for the customer to resolve the issue over messaging.

Overstock also deployed Google Business Messages and Apple Business Chat, so that when customers searched for the Overstock Customer Service phone number on Google, they were prompted to chat instead, either on Apple Business Chat or in Google Business Messages, depending on their device.

14%

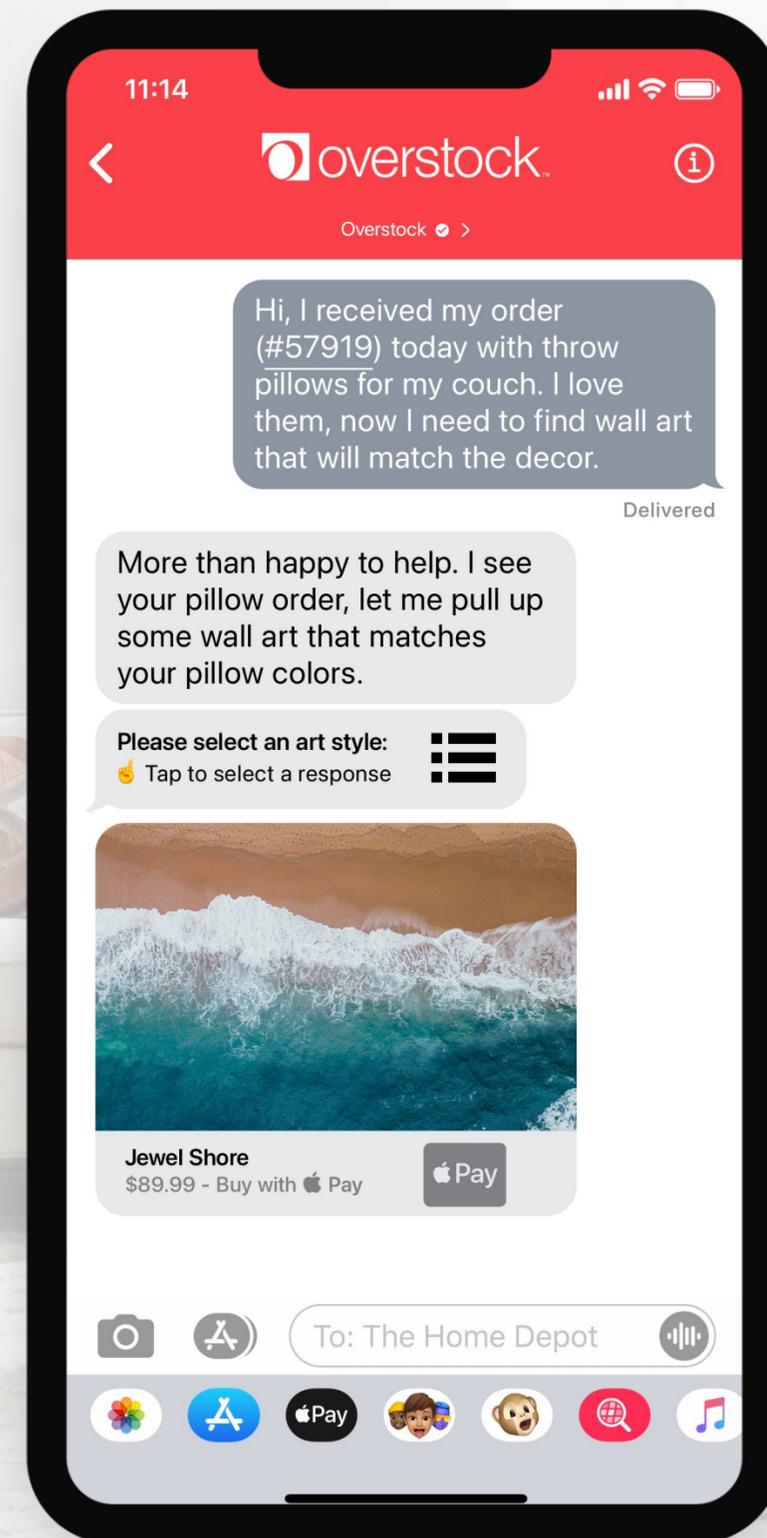
Contact Deflection Rate

98%

Open rates for order status text messages

Messaging

Is their highest NPS channel.



The world's best companies use Quiq to transform their customer experience

