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engage

ARE YOU READY...

for the next evolution in Text Based communication?

Business Opportunity




Text based communication is quickly becoming the preferred channel of communication for a growing majority of consumers. This shift in customer behaviour and preference opens the door to an amazing new opportunity. VoyagerNetz Engage takes advantage of that opportunity using a unique and enhanced technology to not only increase the customer experience but also the effectiveness of agents.

This in turns drives an increase in quality, productivity and revenue.



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Product Objectives

300% increase in effectiveness

- Text based conversations opens up new opportunities to use technology to empower agents and to reach higher levels of effectiveness.
- Increase potential for real-time collaboration across departments and with third party partners leads to higher effectiveness and quicker outcomes.
- We believe that effective purely AI Agents does not exist and even if it did exist customers still demand and deserve human interaction in their customer experiences.

Increase in customer satisfaction

- More channels so customers can pick the channel they are most comfortable with including text, social media and web chat.
- Conversations will be more responsive and effective for customers helping to remove any barriers for communication.
- Because of the comfort and convenience there will be more inbound increasing your success rate overall.

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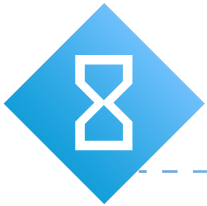
Universal and Central

Unifying communication channels and improving internal collaboration



Security and Standardization

Protecting the confidentiality and integrity of your data



Efficiency

Optimize agent and team productivity



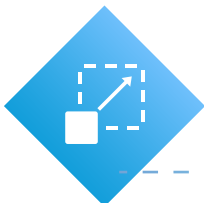
Effectiveness

Achieve higher results while enhancing customer experience



Quality

Exceed your customer's expectations



Scalability

Designed to grow with your business



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Universal and Central



Universalize all customer interactions across multiple channels, to facilitate efficiency of communication & quality of customer care.

WhatsApp



SMS / Text Message



Website Chat



Iphone Messenger



Android Messenger



Social Media



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Centralize internal communication across all departments & levels, to facilitate ongoing collaboration & systematic improvement.

Support & Empower Agents

Equip Supervisors to Coach & Lead

Standardize & Secure for IT Teams

Recording & Communication for HR Teams

Oversight & Scalability for Ownership

Channels for 3rd Party Partners

“Customers tend to give more preference to companies who have a mobile-responsive customer support portal and provide help through more than 3 different communication channels.”

ProProfs

“If you could get all the people in an organization rowing in the same direction, you could dominate any industry, in any market, against any competition, at any time.”

Patrick Lencioni

Security and Standardization



Protecting the confidentiality and integrity of your data

VoyagerNetz has been creating, developing and implementing secure software for the healthcare industry and defense contractors for over two decades. Data security is our number one priority.

-  Forrester Research named our infrastructure provider as a **leader in cloud data security**.
-  **Identities**, users and services are authenticated and **protected by advanced security keys**.
-  Designed to be **multi-tenant**, allowing for **safe and secure communication** between services.
-  All internet communication are **encrypted in transit**.
-  Data is automatically **encrypted in storage** and distributed for availability and reliability.
-  Our production deployment infrastructure supports **HIPAA and SOC 2** compliance.



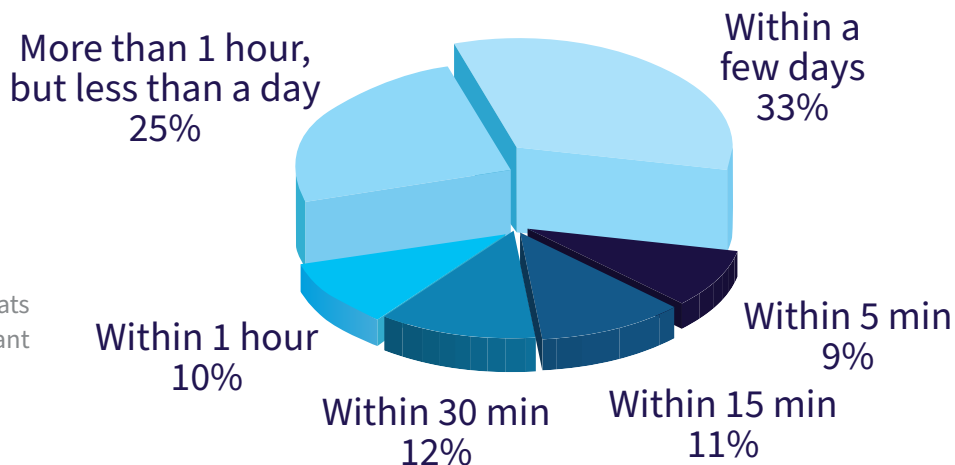
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Efficiency

Optimize agent and team productivity

In general, how soon after you contact a company via a chat service do you expect a response?



79%

of consumers prefer live chats because they offer instant responses. (EConsultancy)

53%

of US online adults won't complete a purchase on-site or will consider switching providers if they don't find quick answers right away. (Forrester)

42%

of businesses incorrectly think customers prefer phone support (Kayako)



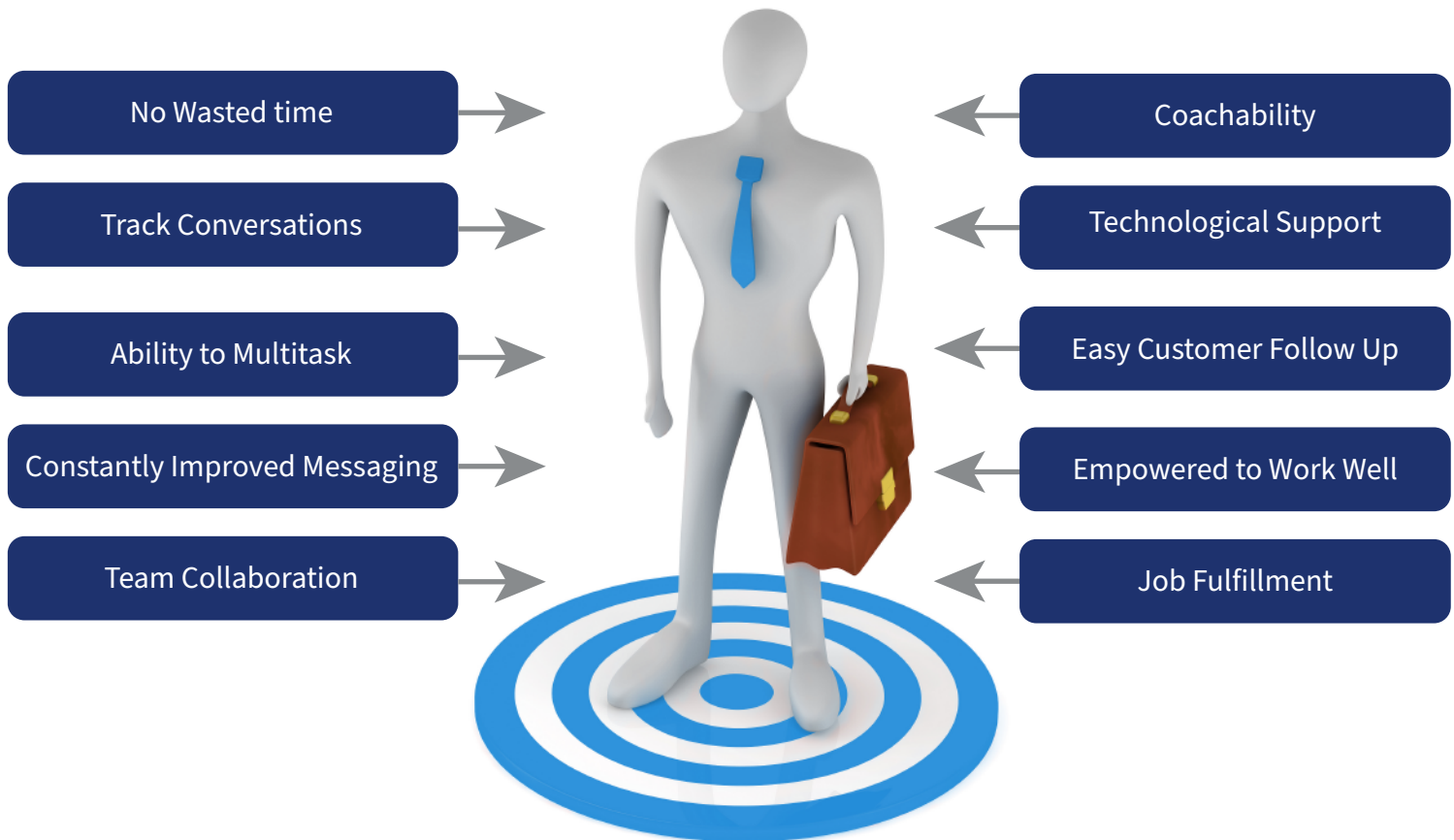
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Effectiveness



Achieve higher results while
enhancing customer experience

EFFECTIVE AGENT



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Quality

Exceed your customer's expectations

“Interestingly, although Millennials may be most comfortable using customer service channels like chat, we find that the older you are, the more satisfied you are with a chat interaction. In fact, satisfaction with chat is highest among Boomers.”

JD Power

- ★ Less miscommunication
- ★ Removes the barrier for people uncomfortable or unable to communicate via phone
- ★ Increase your First Contact Resolution Rate
- ★ The Customer gets the same if not better treatment while an agent can utilize downtime to multitask
- ★ More productive conversations
- ★ Recording everything within a customer's profile better equips agent to assist
- ★ Customer establishes the tone and pace of the conversation
- ★ Does not sacrifice Average Handling Time/ Talk Time for a client, for effectiveness or productivity - but streamlines it.

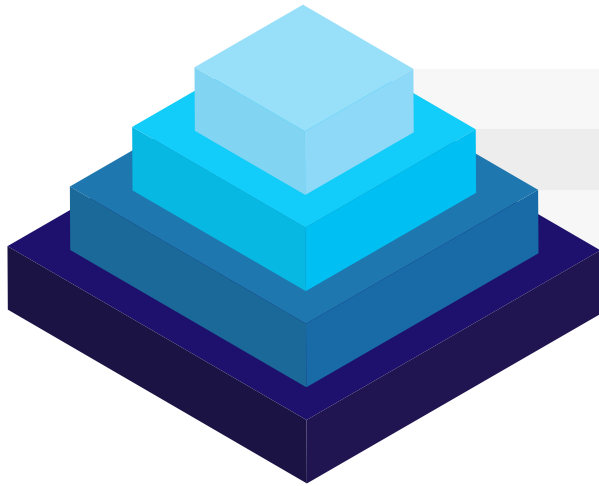
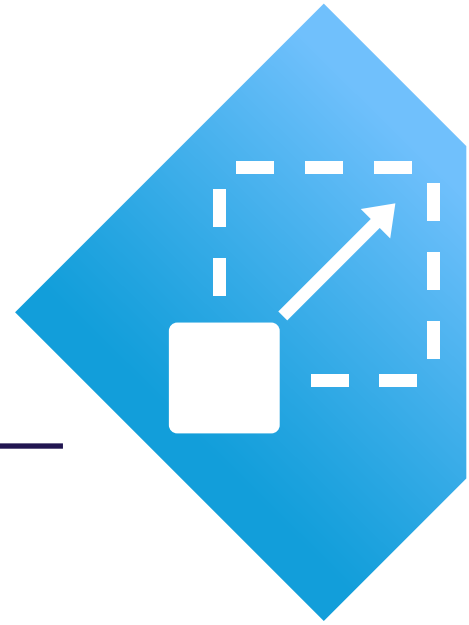
*Live chat has the highest consumer satisfaction rate at 92%
(Zendesk)*



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Scalability

Designed to grow with your business



Meeting Goals, Financial Benefits, + Expansion

Growth Opportunities + Customer Satisfaction

More Productive Agents with Higher Capacity

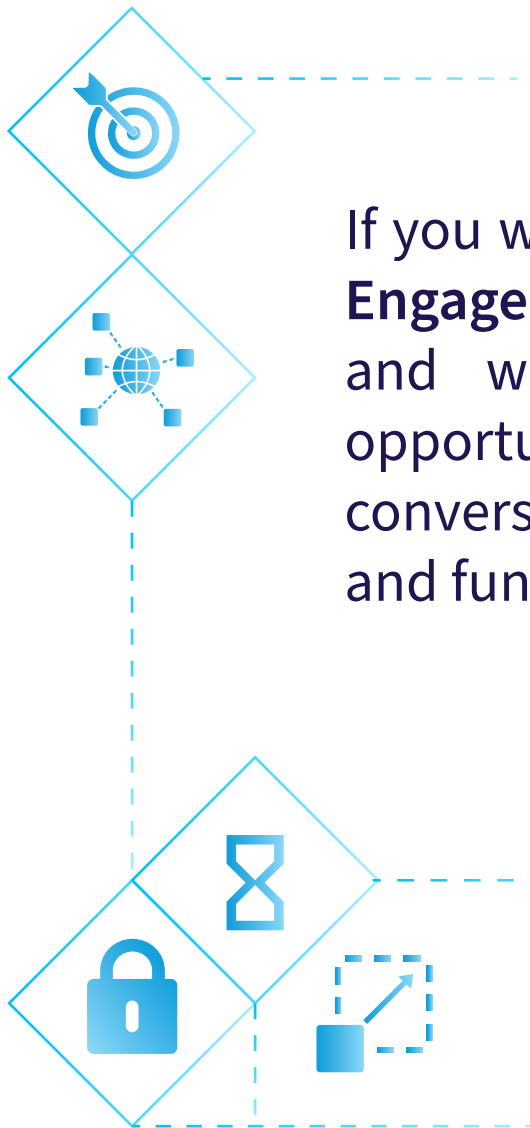
More Efficient, Effective and Quality Customer Interactions

90% of consumers expect an online portal for customer service

Nearly 1/3 of customers report sending an SMS/text message to the company requesting assistance



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If you would like to explore how **VoyagerNetz Engage** could potentially fit into your business and workplace, we would welcome the opportunity to have a more comprehensive conversation with you, with a demonstration and functional discussion.

Please reach out to
engage@voyagernetz.com
to take next steps