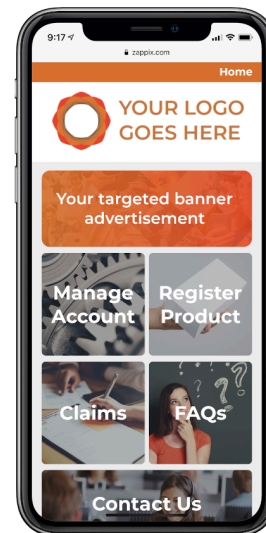**zappix**

Enterprise Benefits

Zappix On-Demand Customer Service Solutions provide significant benefits & ROI:

- **Improve Satisfaction** — effective and efficient self-service solves problems quickly and keeps customers happy

- **Reduce Costs** — decrease in calls to live agents as containment rate increases

- **Empower Agents** — On-Demand Customer Service takes tedious, repetitive tasks off the hands of agents while Agent Collaboration Tools and Zappix contextual information modules help agents succeed

- **Increase Revenue** — turn customer care into a revenue opportunity with targeted promotional banners and upselling tools

Cloud-based Zappix Saas solutions are designed and developed around four key principles:

- **Speed** — three-quarters of online customers expect help within five minutes

- **Simplicity** — trim the weight of legacy processes from customer interactions and streamline solutions for improved CX

- **Mobility** — 65% have a more favorable view of brands with a mobile responsive customer service portal

- **Automation** — 88% of customers expect a self-service option to be available

Try It Yourself:

Or Call
(617) 858-8449

Avg. Containment Rate	82%
Net Promoter Score (NPS)	91
Average Handle Time (AHT)	< 60 seconds
Multilingual Support	100%

Zappix Products

Zappix provides On-Demand Customer Service Solutions: Visual IVR, On-Demand Apps, Outbound Engagement, and Robotic Process Automation (RPA).

The cloud-based solutions enable work-flow automation, rapid deployments, seamless integration to IVRs & back-end systems, and provide a comprehensive Analytics Suite.

Visual IVR
Provide faster, better, and more efficient experiences for customers calling your contact center

On-Demand Apps
Swiftly solve customer needs and deflect calls away from customer service agents

Outbound Engagement
Connect with your customers through any channel at the best time possible

Agent Collaboration
Convey context to customers and agents to create more successful resolutions

Analytics Suite
Access key customer insights for every level of business from operations to the C-Suite

Zappix Studio
Create and amend your solutions without coding with drag-and-drop Zappix Studio

Customer Service RPA
Provide the perfect amount of automation for self-service solutions

Survey Engine
Capture more direct feedback from customers and turn those conversations into actions

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Digital Fact Sheet