

From

20%

**5-8min~ Average Handling time**  
previous to inbox for messages  
inquiries.

10%

**Of all call are FCR**, across  
multiple channels.

To

Business Impact

45%

**2-4min~ Average Handling time**  
After inbox for messages inquiries.

23%\*

**Of all call solved on FCR**,  
using inbox

From

01

Alpha Customer  
during test phase

To

+1500

**New logos** after the  
public release.

\*Clients who have being free onboarded during Q2 & Q3 of 2020

Business Impact