

From

90%

Revenue generated  
**via sms product**

To

05%

Revenue generated  
**via self service products**

## Business Impact

85%

Revenue generated  
**via sms product**

15%\*

Revenue generated  
**via self service products**

From

20%

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

To

10%

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

## Business Impact

45%

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

23%\*

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