

From

90%

Revenue generated
via **sms product**

05%

Revenue generated
via **self service products**

To

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.

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