

Customer Expectations



What level of experience
do customers expect



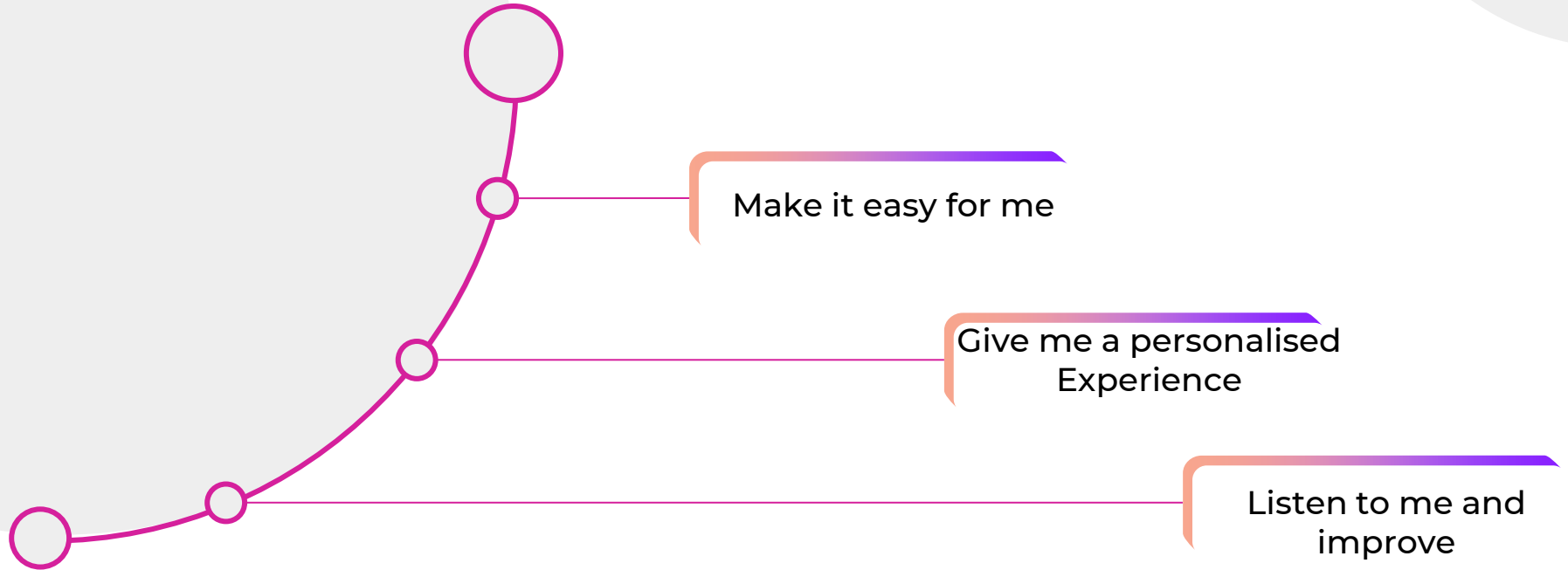
How are businesses
meeting these
expectations



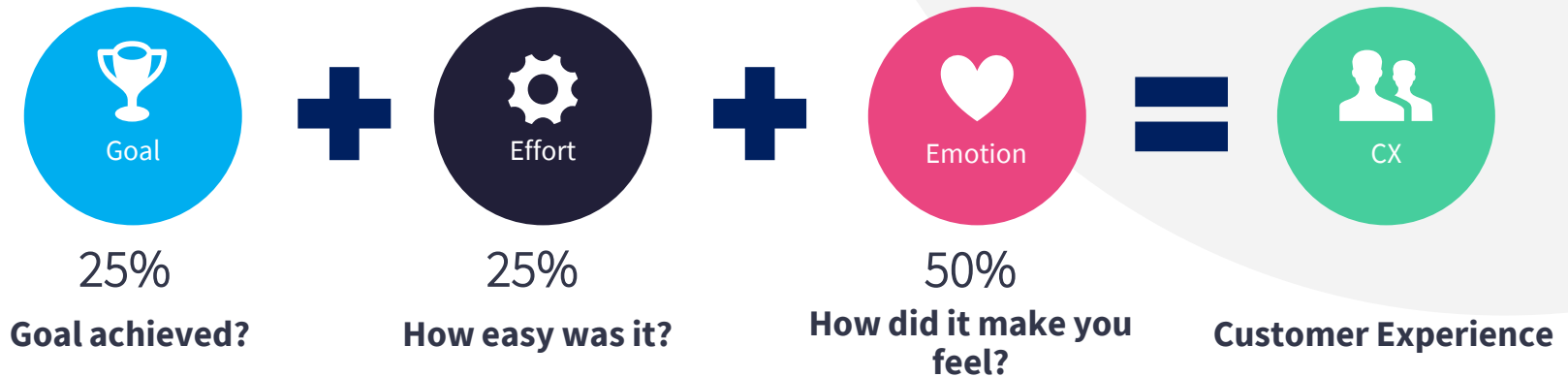
What can technology do
to help with this



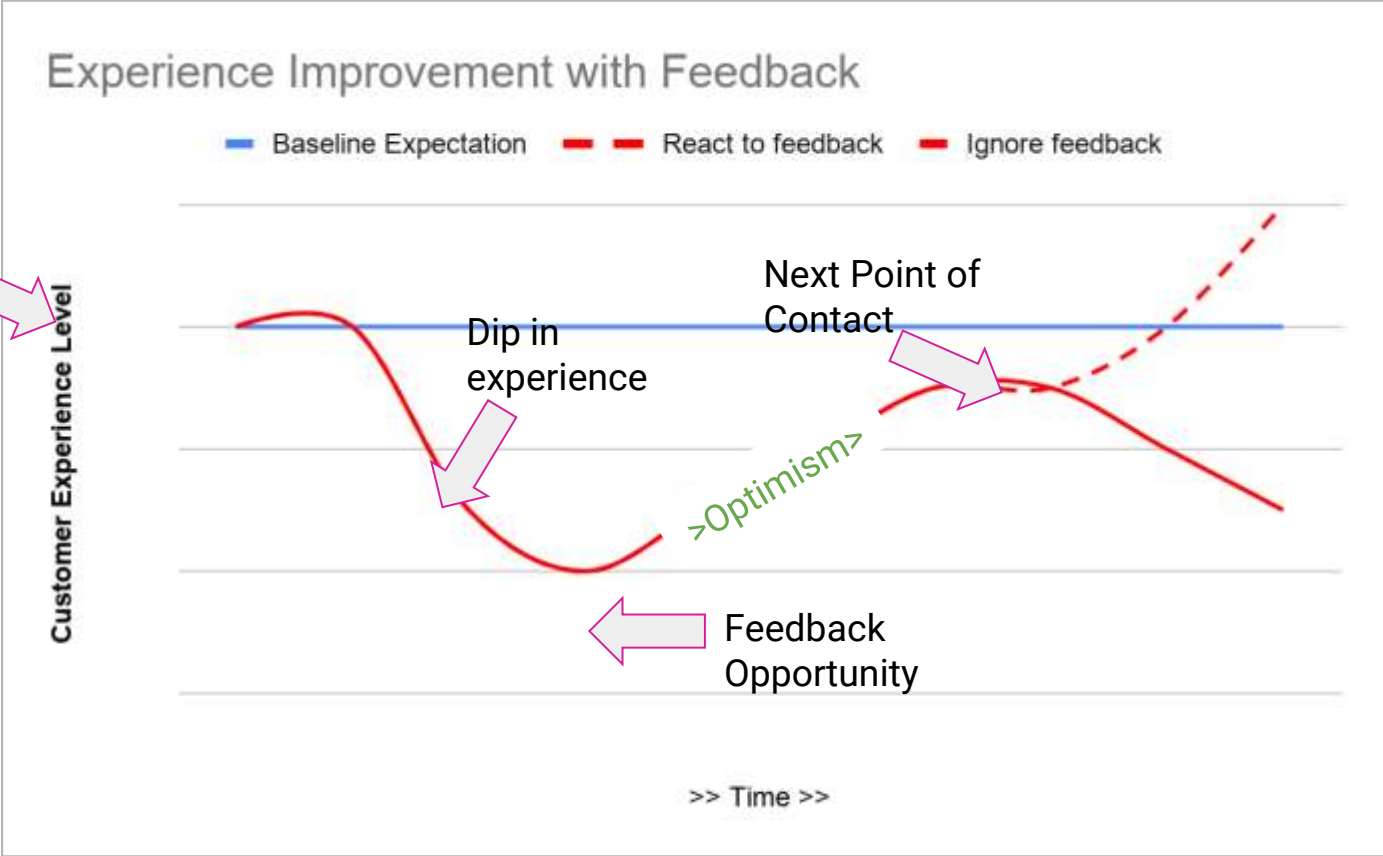
What experience do customers expect?



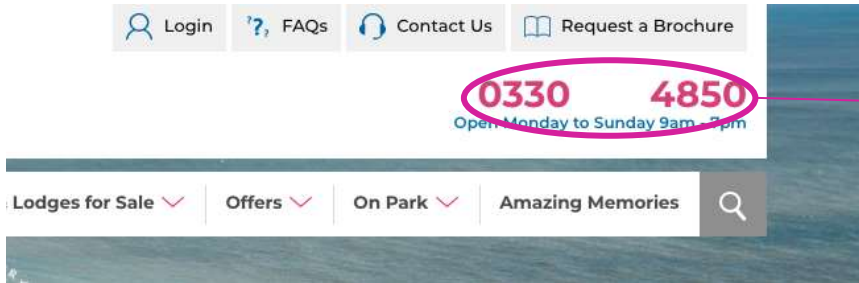
Make it Easy - Make it Personal



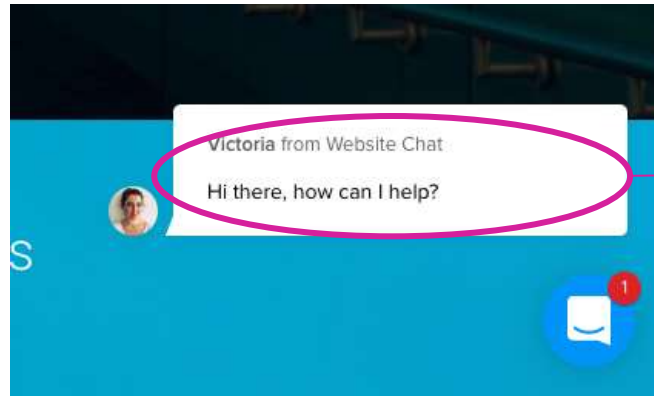
Listen to me and improve



What are Businesses doing?

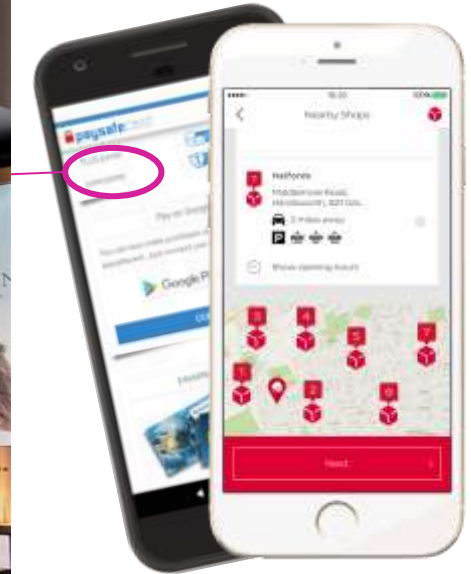


Personalised context based calls.



Personalised context based webchat.

What are Businesses doing?



How can new technology help?

