



RE-HUMANISING THE CONTACT CENTRE WL CONTACT

90%

of businesses say they compete on the basis of customer experience

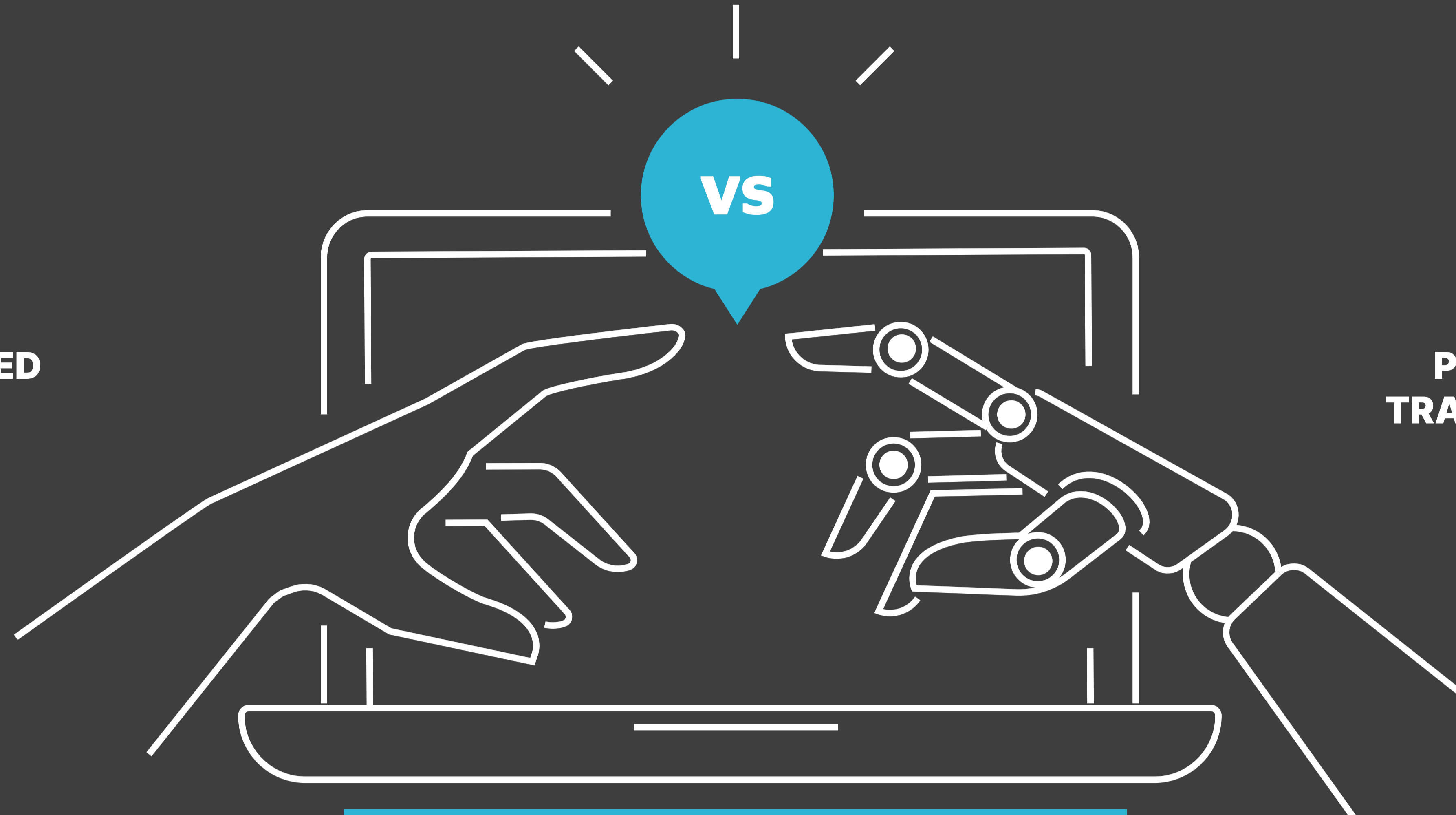
74%

of people who have had a negative customer support experience over the phone are likely to choose another business the next time they shop for that product or service

45%

of shoppers do not mind whether they speak with a bot or an agent, they just want a good service

**HUMAN
PERSONALISED
EMPATHIC**



**AUTOMATED
PRESCRIPTIVE
TRANSACTIONAL**

BOT OR NOT?



More than half of all transactions are now digital, with four in five consumers using mobile phones to bank at least once last year



50% of mortgage applicants visit a branch of their bank

source: telegraph.co.uk



81% of people book their holiday online



Travel advisors can be used to book complex journeys or special holidays like a honeymoon

Source: abta.com



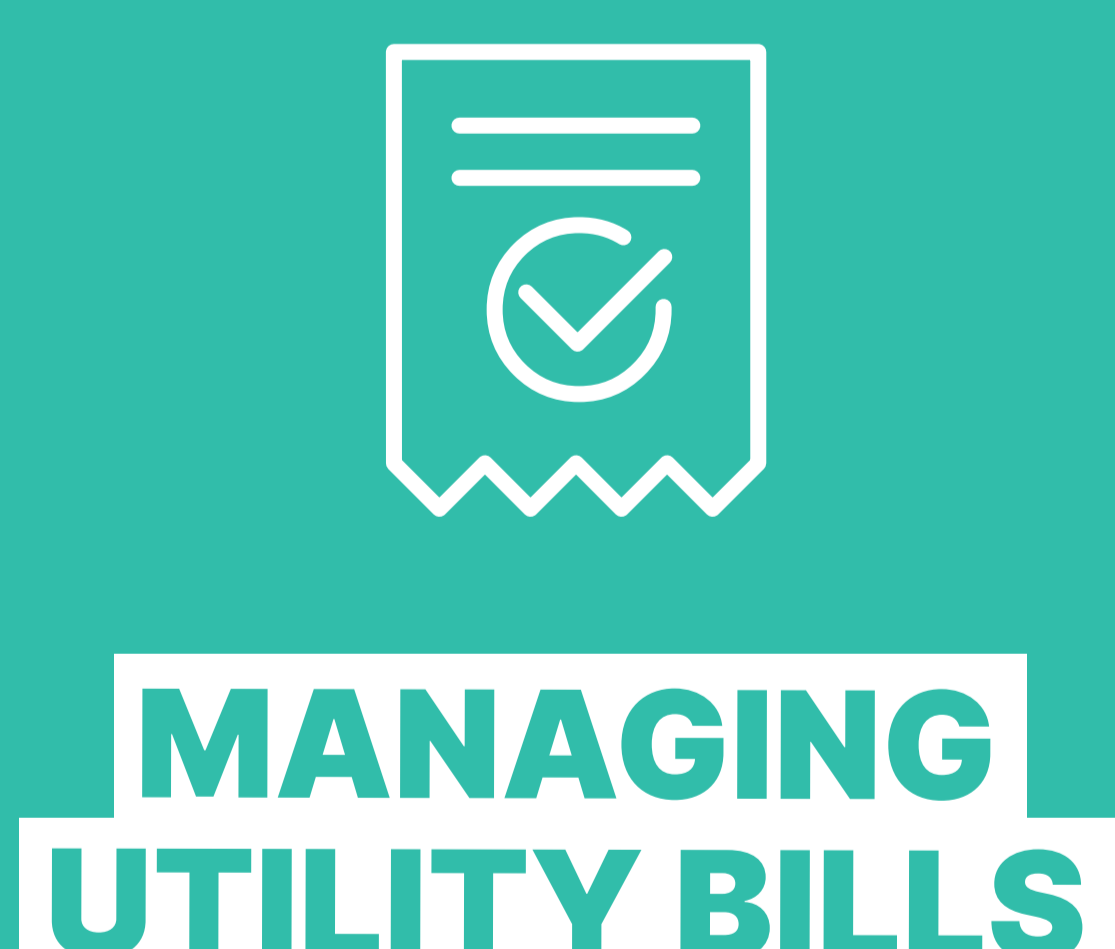
63% of consumers reported that they are more likely to return to a website that offers live chat



A large number of consumers are not comfortable with the idea of talking to a robot



Consumers on average pay **12.9 bills** online



8.4 bills are paid by mail, in person or by phone

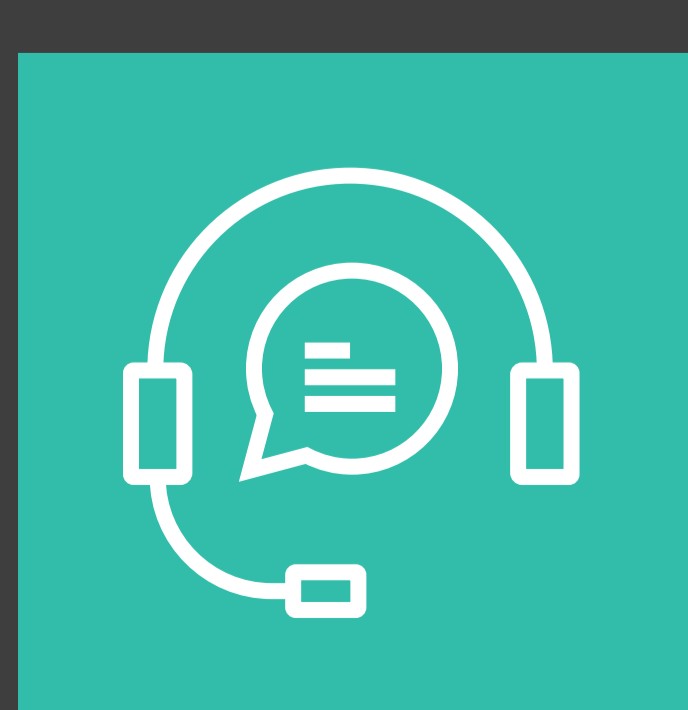
Source: https://www.ngpi.org

WL Contact enables you to combine the use of automation and agents to create the best possible customer experience.

WHY WL CONTACT?

25 YEARS' EXPERIENCE

IMPROVING CUSTOMER RELATIONSHIPS



20,000 agents simultaneously connected



Native cloud platform handling **2.2 billion** contacts per annum



€2M of investment **4,000** working days roadmap

For further information please contact:
dl-contact-solution-sales@worldline.com
worldline.com

Worldline