

IMPROVE CUSTOMER EXPERIENCE WITH DIGITAL MESSAGING

During times of crisis, ensuring your business is responsive to customers in their time of need while efficiently managing the huge influx of customer queries is critical.

Local Measure's a digital messaging solution for contact centres provides a cost-effective way to expand service channels while giving customers the immediacy and convenience to communicate via their favourite messaging apps.

Benefits

- **Deflect calls to lower-cost service channels:** Run your contact centre more efficiently during peak times by expanding beyond voice
- **Speed up customer response times:** Receive and action messages in real-time so your customers aren't left waiting
- **Increase agent productivity:** Help your support agents work smarter with faster resolution times
- **Improve customer experience:** Offer more convenient ways to interact with your business 24/7

Features

- Interact with customers via WhatsApp, Facebook Messenger
- Real-time messaging interface for agents
- Multilingual support
- Single messaging inbox to manage queries from multiple digital channels
- Task Management
- Agent alerts
- Reporting and analytics by digital channel



USE CASE

Accelerate response times during a crisis

Responding to customers in a timely manner during times of crisis is critical to protect your brand reputation. Local Measure gives your customer service team a fast and cost-effective way to manage high volumes of inbound queries while making sure that your customers always come first.

Improve customer experience in the digital age

Use of messaging apps continues to rise globally, with many people embracing digital as their primary means of communication. Make digital service a business differentiator to attract and retain customers. Local Measure gives your customers the ability to communicate with your business in real-time using some of the world's most popular messaging apps, including WhatsApp and Facebook Messenger.

Offer an omni-channel service approach

Improve your agent productivity while offering multi-channel engagement to improve customer satisfaction. Local Measure allows you to expand your contact centre channels beyond voice to manage customer service requests more efficiently.

Contact us at sales@getlocalmeasure.com to find out more.