

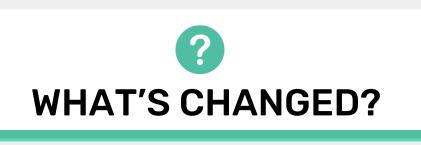
## THEKEY

TO EXCEPTIONAL CUSTOMER EXPERIENCE FOR ISPS

Gone are the days when broadband support ended at the modem.

These days, customer expectations are changing and ISPs are struggling to keep up.





Customers expect ISPs to support the in-home experience.

4 in 5

ISP TECH SUPPORT ISSUES ARE WIFI-**RELATED** 

30%

**OVER** 

OF ISP TECH SUPPORT CALLS ARE BECAUSE OF WIFI ISSUES



it could face issues like:

If an ISP doesn't support the in-home experience,

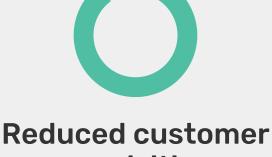


word of mouth

experience with a brand

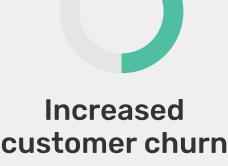
The average customer will tell

up to 15 people about a negative



## acquisition 90% of consumers decide on companies because of

customer service



switch companies after one bad experience

50% of customers would



impact an ISP's market share



## ensuring customers get a better in-home experience.

Give agents visibility.

**HOW ISPS CAN IMPROVE** 

THE IN-HOME EXPERIENCE

Help customers learn.

If agents can't see issues, they can't solve them effectively. By giving agents the right tools, you're



Customers want to be able to resolve their own

issues. By providing the tools for them to do that, you improve their experience even before they ever talk



Despite your best efforts, customers rarely get the same experience from two different agents. The right tools can help agents deliver consistent experiences, no matter their personal skill level.

Ready to improve support for the

LET'S TALK

in-home experience?

