

# ENGAGE

We know and grow your customers through deep insights into their behaviours, needs and preferences

We are a world class Customer Engagement partner for ambitious companies who **love to work collaboratively**.

We provide, front and back of house solutions, lead and drive sales and optimise engagement opportunities, ensuring **customer loyalty and growth**.

We help you **understand** your customer, boost customer loyalty, and move your customers towards the **action** you want them to take.

**Experience. Optimised.**

# Solutions



## DISCOVER

We use data to create and connect customer interactions across multiple touchpoints, in order to direct or influence the end-to-end experience.

We use our data driven insight to find and fix the pain points in a customer's journey. We design, test, and iterate high-impact processes and journeys, continually refining and re-releasing them after input from customers.

Through personalisation we turn a good customer experience into high impact customer engagement. By delivering these distinctive journey experiences, we maximise the chances that your customers repeat a purchase, spend more, recommend to their friends, and stay loyal to your company for years to come.



## DELIGHT

Customers are willing to spend more on products and services with companies that offer a better experience, and they're more loyal.

Customers are willing to share more information about a company that offers a great experience.

Delighting customers by mastering the concept and execution of an exceptionally good customer experience is what we do every day.

We employ and manage world class customer support team members to focus on that hard-won customer while you focus on managing the rest of your business.



## THRIVE

We develop the new ideas that are crucial to business growth - improving processes, bringing new and improved products and services to market, increasing efficiency and, most importantly, improving profitability.

We work with businesses to manage and optimise their supply chain, non-core functions and processes. We provide the much-needed scalability for our clients who are looking to optimise and grow their businesses through a customer engagement centric approach.

### Discover deep insights about your customers

- Data capture and analytics; speech analytics, text analytics, cross-channel analytics, predictive analytics
- Data reporting and visualisation
- Solution development – strategy, evaluation and selection.

### Delight your customers consistently through the rights channels

- Front office agent voice
- IVR self-service solution
- Email/text/chat support
- Omnichannel data integration
- Technical support
- Front & back office support
- Complaints management and ADR
- Content moderation
- Billing and collections
- Ticket management
- Case management
- Social media management
- Insights & reporting
- Sales up selling.

### Helping your business to continually thrive

- Lean and Six Sigma Continuous Improvement – define, measure, analyse, improve, control
- Operational assessment and optimization
- Workflow management
- WFM and Resource optimization
- Training and development.

**Because Customer Engagement is Priority #1**

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