

6 Ways to Meet Your Customers' Digital Expectations with Intelligent Customer Service



Give contact center employees contextual knowledge experiences, regardless of where they work

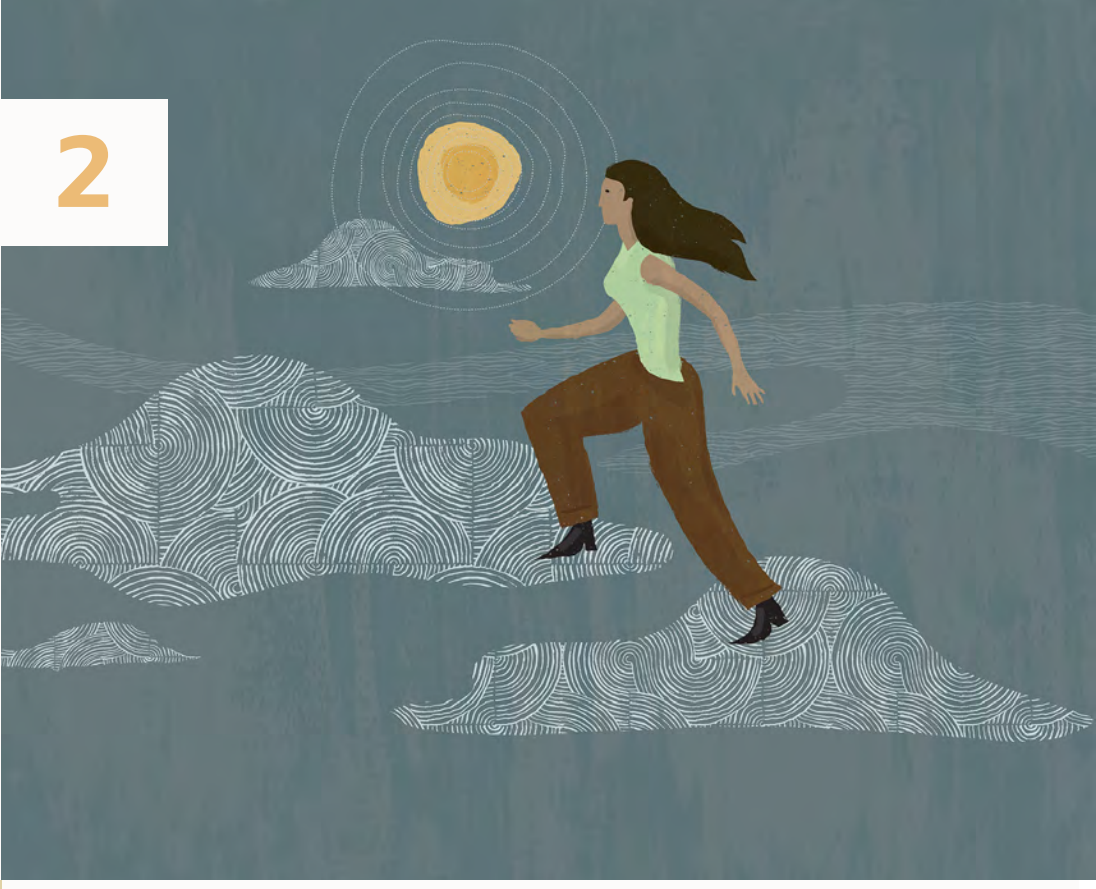
49%

of remote employees prefer to continue working from home post-pandemic.¹

Give customers access to 24/7 self-service tools for instant gratification

81%

of customers prefer to take care of service matters themselves before engaging a live agent.²



Drive compelling interactions with rich media support

71%

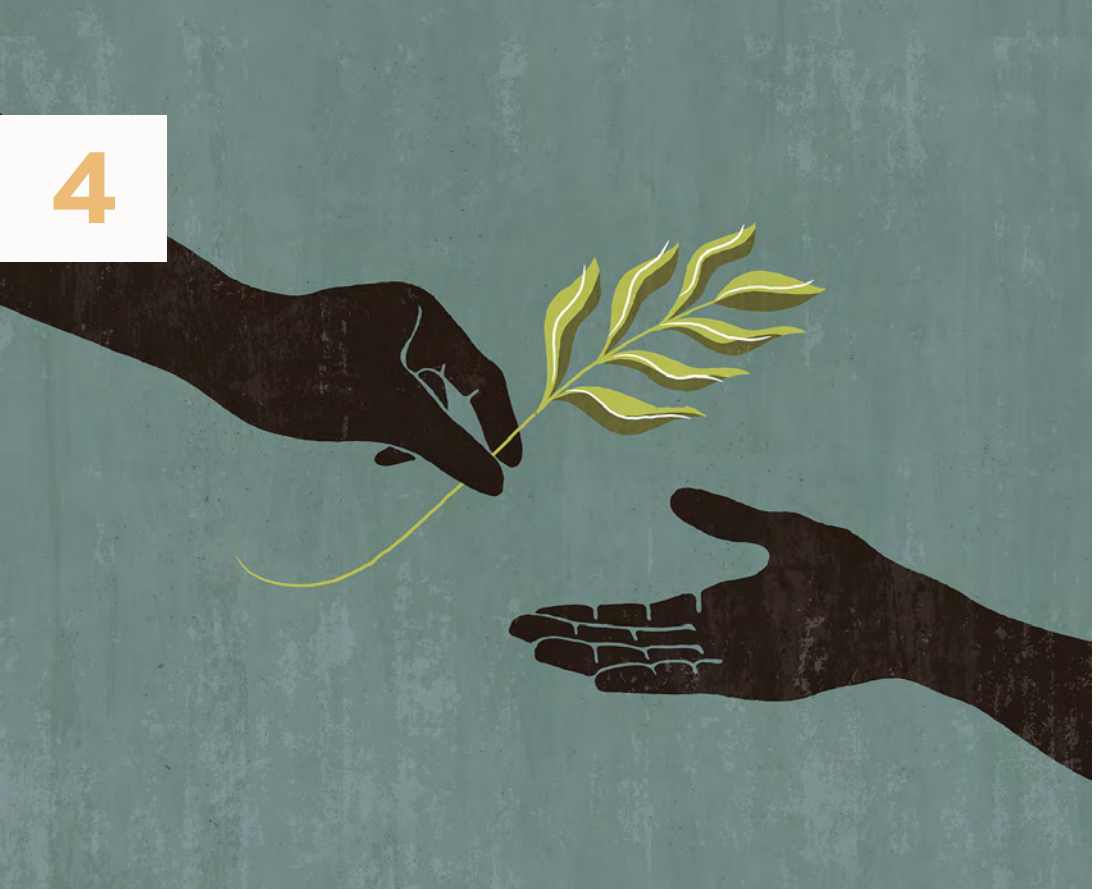
of consumers prefer visual guidance methods for complicated service questions.³



Provide personalized service and advice in every interaction

79%

of Gen Z and 75% of Millennials say that personalized experiences are important to them.⁴



Don't make your customers wait in line or on hold, and use digital assistants to service immediate needs

69%

of consumers who own digital assistants use them at least once a day.⁵



Scale and automate simple service requests with digital conversational interfaces, and let agents handle the rest

87%

of firms using voice assistant and chatbot technology will realize significant business value within one year of deployment.⁶



Learn more about meeting your customers' digital expectations with intelligent customer service

[Learn More](#)

Sources:

1. Gallup, "Reviewing Remote Work in the U.S. Under COVID-19," <https://news.gallup.com/poll/311375/reviewing-remote-work-covid.aspx>

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3. TechSee, "Augmented Reality Customer Service - A Success Story," <https://techsee.me/blog/augmented-reality-customer-service/>

4. Oracle, "One Size Doesn't Fit All," <https://www.oracle.com/a/ocom/docs/dc/em/onesize-doesnt-fitall-cxresearch-report.pdf>

5. Clutch, "Alexa, Are You Listening? How People Use Voice Assistants," <https://clutch.co/app-developers/resources/alexa-listening-how-people-use-voice-assistants>

6. Oracle and ESG, "The Impact of Emerging Technology on CX Excellence," <https://www.oracle.com/a/ocom/docs/dc/em/lpd100807811-impact-of-emerging-technology-on-cx-excellence.pdf>