

Cloud communications for the modern consumer services professional

The world of work is becoming increasingly digital. The rise of remote working, the growth of technology-enabled solutions, and the widespread tech-literacy of consumers and workers alike are all pushing companies in the consumer services sector to move beyond traditional ways of working and embrace the power of digital tools.

But success in this new era of digital empowerment isn't earned by completely automating the customer experience. Instead, it comes from incorporating tools that bring extra convenience and consistency to the customer experience, all the while letting your brand's humanity shine through.

Many companies in the consumer services sector have been a little slow off the mark in embracing technology in the workplace. The truth is that cloud communications provides a unique opportunity to boost collaboration, create memorable customer experiences, and grow your business.

76%

of customers expect companies to understand their needs and expectations.¹

79%

of consumers say that the experience a company provides is as important as its products or services.²

67%

of customers will recommend you to their friends or colleagues following a great customer experience.³

80%

of workers perform "deskless" work every day.⁴

Cloud communications allows service providers to have meaningful interactions with customers, improve internal recordkeeping and time tracking, and enable teams to collaborate effortlessly on any device from any location.



Customer engagement

Handle customer communications with simplicity and security—be it via video call, voice call, SMS, or fax.



Cloud communications capacity

With an uptime that exceeds 99.999%, you'll never have to worry about dropping out of a crucial call.



Integrations

Seamlessly link up your communications suite to a host of popular tools like DocuSign, Dropbox, and Salesforce.



Mobility

Maintain your brand identity and boost your team's productivity with tools you can use at home, in the office, or while on the move.



Team-oriented tools

Improve teamwork with an easy-to-use tool to store and share files, links, and customer details.



“The phone service itself was robust, the online meetings app was great, and the collaboration workspace let us communicate in real time, with the right teams, wherever we were. Plus, we could do all of this within the same intuitive platform.”

—Ed Sieber, Owner and President, Glass Doctor of Charlotte

1. Customer Expectations Hit All-Time Highs

2. New Rules of Customer Engagement: Key Findings from Global Research

3. The business impact of customer service on customer lifetime value

4. The Deskless Worker: The Next Big Opportunity in Corporate Learning