

UK CONTACT CENTRE CONUNDRUMS

Are your current contact centre processes and limited collaboration methods restricting good customer relationships?

It's estimated that businesses today collectively lose **\$62 billion per year** due to poor customer service. However, new collaboration tools are revolutionising how companies communicate, causing a significant shift to cloud contact centres and changing the face of customer service.

\$62 billion

69.5%

of contact centre professionals reported that they are considering moving to the cloud.

Top UK contact centre headaches

58.7%

Inaccurate reporting and analytics

39.1%

Inability to integrate with business apps
CRM, help desk systems, Office 365, etc.

38%

Handling social media and chat interactions

34.8%

Inability to support remote or home-based agents

31.5%

Poor system reliability

UK contact centre managers' top priorities

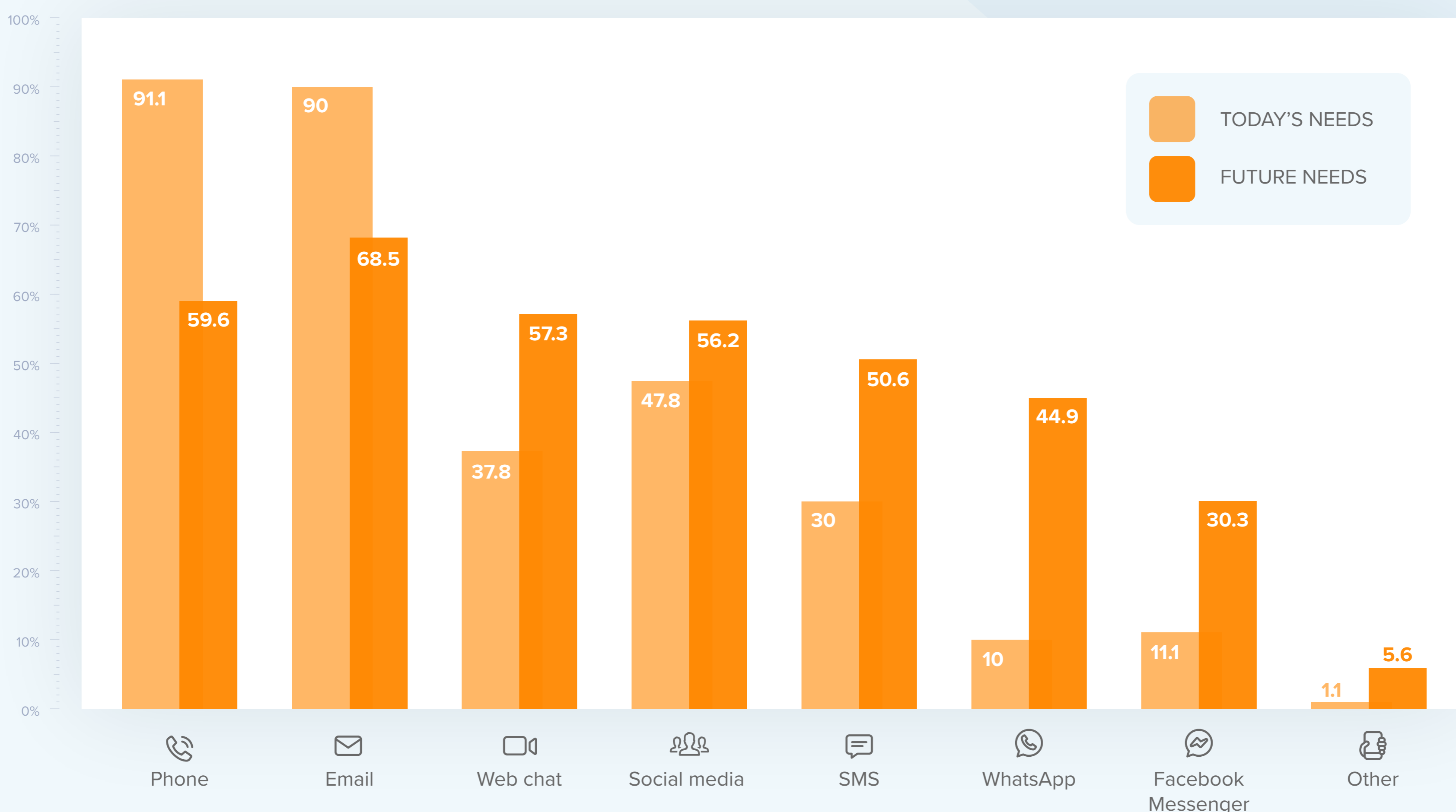
Improve customer satisfaction

Improve reporting

Reduce costs

Improve agent experience

The growing need to shift to omnichannel in UK contact centres



67.4%

OF CONTACT CENTRES SUPPORT MULTICHANNEL

AND ONLY

32.6%

SUPPORT OMNICHANNEL TODAY

Solving today's biggest contact centre conundrums

To learn more, download the free white paper.

Download now

RingCentral