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Teams Navigate New Standards of Engagement

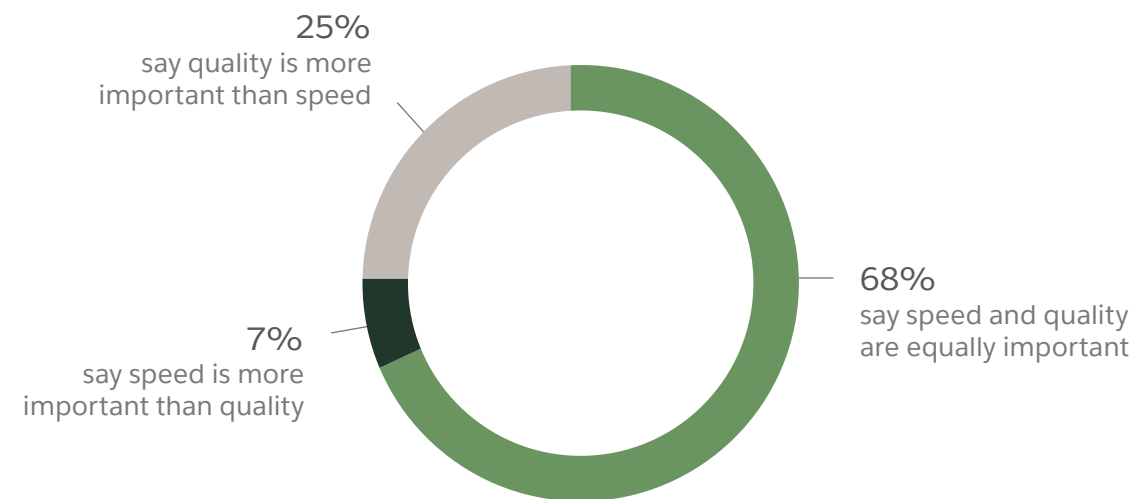
Empathetic service may take more care, but it doesn't necessarily take more time. Customers still expect seamless and quick resolutions. **Eighty-three percent of customers expect to interact with someone immediately when they contact a company, and 82% expect to solve complex problems by talking to one person.***

More than two out of three service professionals view quality as important as speed, yet delivering both is easier said than done. Self-assessments show clear room for improvement when it comes to helping customers quickly and effectively.

63% of agents say it's difficult to balance speed and quality.

Balancing Speed and Quality Is a Conundrum

How Service Professionals View Quality and Speed



Service Professionals Who Say Their Organization Excels at the Following



* "State of the Connected Customer," Salesforce, October 2020.