



voyagernetz



engage

ARE YOU READY...

for the next evolution in Message Based communication?

"chat is the highest-scoring channel by a wide margin."

J.D. Power 2016 U.S. Chat and Email Benchmarking Study



We offer an **enhanced technology** that you can easily introduce into your current system to **optimize productivity and customer experience**. Our system will help you **engage efficiently and effectively** with your clients.

While enhancing the customer experience is important, **our highest priority is the protection of your information**, and we will not compromise on security.




Continue on to learn more...



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Business Opportunity



Message based communication is quickly becoming the preferred channel of communication for a growing majority of consumers. This shift in customer behaviour and preference opens the door to an amazing new opportunity. VoyagerNetz Engage takes advantage of that opportunity using a unique and enhanced technology to not only increase the customer experience but also the effectiveness of agents.

This in turns drives an increase in quality, productivity and revenue.



Product Objectives

300% increase in effectiveness

- Message based conversations open up a multitude of new opportunities to use technology and AI to **empower agents to reach higher levels of effectiveness.**
- Our product increases the **potential for real-time collaboration** across departments and with th
- We believe that **effective purely AI driven agents do not exist.** Some virtual agents can fake human interactions at times but this is risky and can lead to bad customer experiences and less engagement.

Increase in customer satisfaction

- More channels so **customers can pick their preferred channel to engage** including text, social media and web chat.
- **Conversations will be more responsive and effective** for customers helping to remove any barriers for communication.
- Because of the comfort and convenience there will be **more inbound increasing your success rate overall.**

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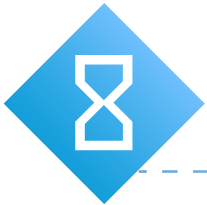
Universal and Central

Unifying communication channels and improving internal collaboration



Security and Standardization

Protecting the confidentiality and integrity of your data



Efficiency

Optimize agent and team productivity



Effectiveness

Achieve higher results while enhancing customer experience



Quality

Exceed your customer's expectations



Scalability

Designed to grow with your business



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Security and Standardization



Protecting the confidentiality and integrity of your data

VoyagerNetz has been creating, developing and implementing secure software for the healthcare industry and defense contractors for over two decades. Data security is our number one priority.

-  Forrester Research named our infrastructure provider as a **leader in cloud data security**.
-  **Identities**, users and services are authenticated and **protected by advanced security keys**.
-  Designed to be **multi-tenant**, allowing for **safe and secure communication** between services.
-  All internet communication are **encrypted in transit**.
-  Data is automatically **encrypted in storage** and distributed for availability and reliability.
-  Our production deployment infrastructure supports **HIPAA and SOC 2** compliance.



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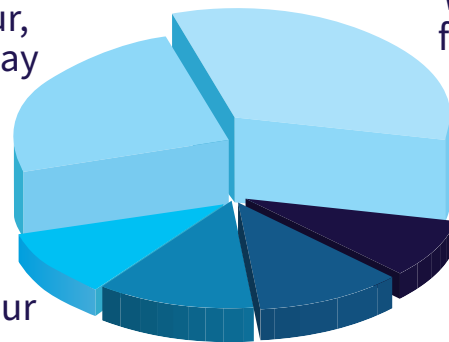
Efficiency

Optimize agent and team productivity

In general, how soon after you contact a company via a chat service do you expect a response?

More than 1 hour,
but less than a day
25%

Within 1 hour
10%



Within a
few days
33%

Within 30 min
12%

Within 15 min
11%

Within 5 min
9%

79%

of consumers prefer live chats because they offer instant responses. (EConsultancy)

53%

of US online adults won't complete a purchase on-site or will consider switching providers if they don't find quick answers right away. (Forrester)

42%

of businesses incorrectly think customers prefer phone support (Kayako)



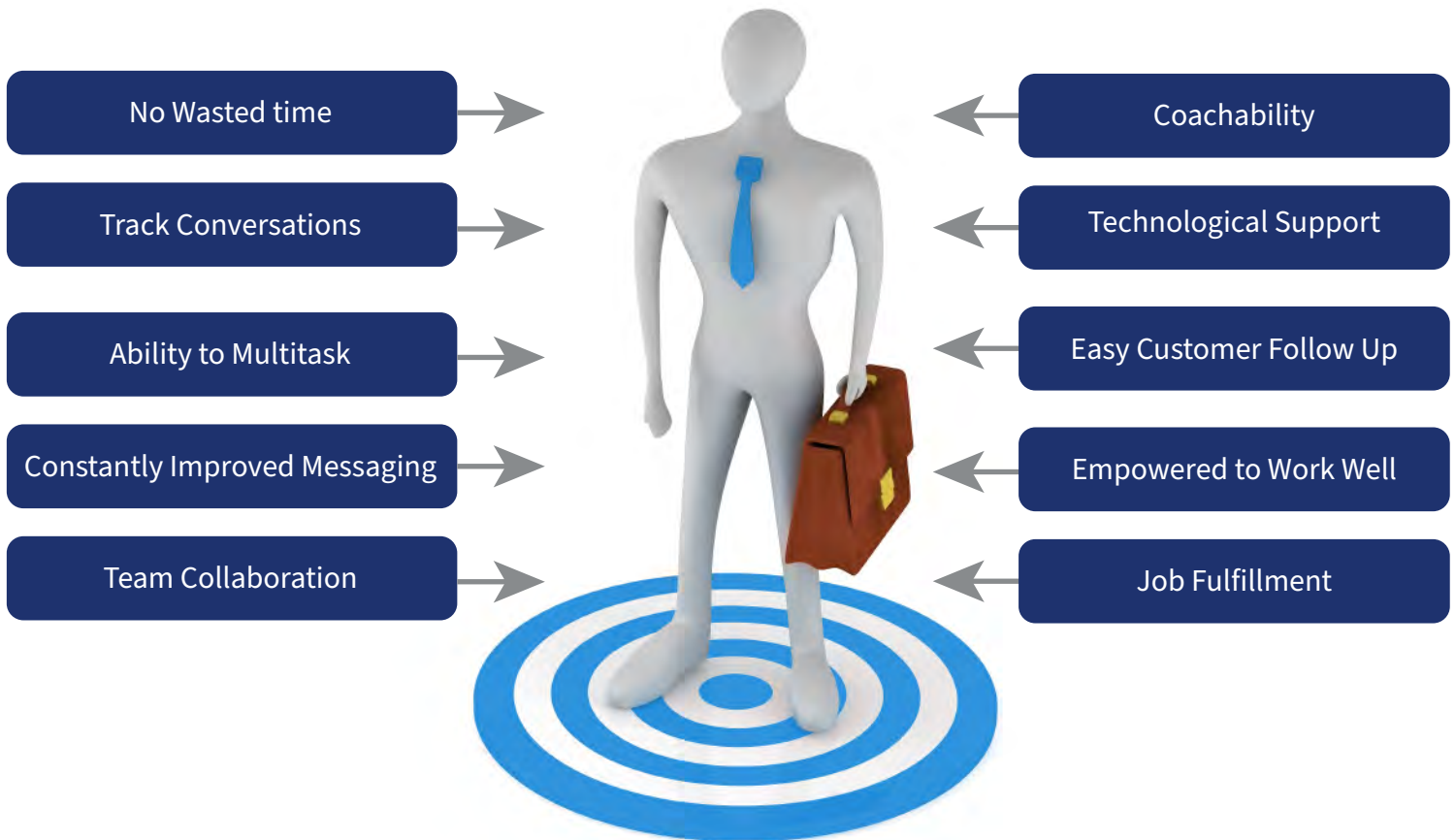
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Effectiveness

Achieve higher results while enhancing customer experience



EFFECTIVE AGENT



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Quality

Exceed your customer's expectations

“Interestingly, although Millennials may be most comfortable using customer service channels like chat, we find that the older you are, the more satisfied you are with a chat interaction. In fact, satisfaction with chat is highest among Boomers.”

JD Power

- ★ Less miscommunication
- ★ Removes the barrier for people uncomfortable or unable to communicate via phone
- ★ Increase your First Contact Resolution Rate
- ★ The Customer gets the same if not better treatment while an agent can utilize downtime to multitask
- ★ More productive conversations
- ★ Recording everything within a customer's profile better equips agent to assist
- ★ Customer establishes the tone and pace of the conversation
- ★ Does not sacrifice Average Handling Time/ Talk Time for a client, for effectiveness or productivity - but streamlines it.

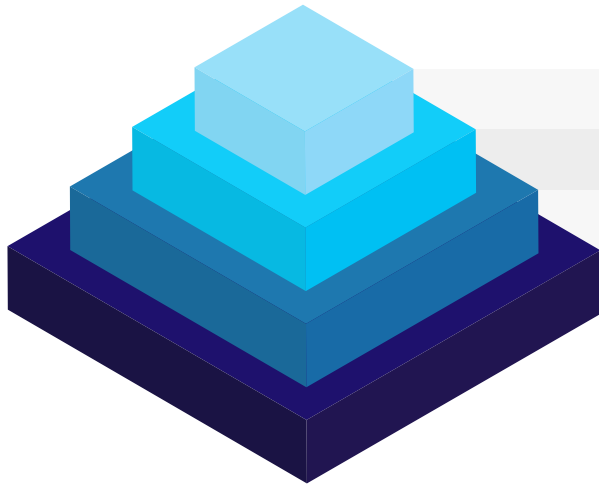
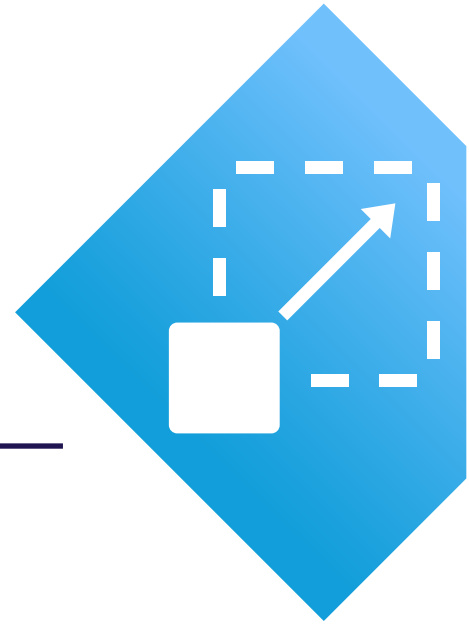
*Live chat has the highest consumer satisfaction rate at 92%
(ZenDesk)*



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Scalability

Designed to grow with your business



Meeting Goals, Financial Benefits, + Expansion

Growth Opportunities + Customer Satisfaction

More Productive Agents with Higher Capacity

More Efficient, Effective and Quality Customer Interactions

90% of consumers expect an online portal for customer service

Nearly 1/3 of customers report sending an SMS/text message to the company requesting assistance

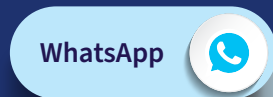


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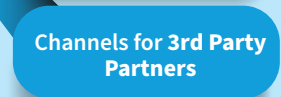
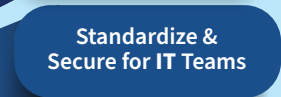
Universal and Central



Universalize all customer interactions across multiple channels, to facilitate efficiency of communication & quality of customer care.



Centralize internal communication across all departments & levels, to facilitate ongoing collaboration & systematic improvement.



“Customers tend to give more preference to companies who have a mobile-responsive customer support portal and provide help through more than 3 different communication channels.”

ProProfs

“If you could get all the people in an organization rowing in the same direction, you could dominate any industry, in any market, against any competition, at any time.”

Patrick Lencioni



If you would like to explore how **VoyagerNetz Engage** could potentially fit into your business and workplace, we would welcome the opportunity to have a more comprehensive conversation with you, with a demonstration and functional discussion.



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