



Delivering outstanding customer service in an omni-channel world

Telnet: 2020 and beyond



Interacting with a business used to be pretty simple.





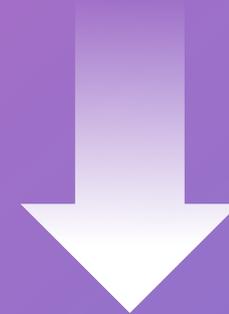
Nowadays, it's a bit more complicated.





The myriad of different ways customers need help is causing challenges.

Customers prefer easy experiences to personalized ones.¹



Businesses believe personalization is more important than ease.¹



Organisations need to provide omni-channel options while retaining access to live agents.

64%

Of organisations believe the customer should have easy access to a live agent.¹

60%

Of organisations believe that AI should complement an agent, not replace them.¹

8.4%

Of organisations have connected all their channels, despite it being a top 3 priority for most organisations²

52%

Of organisations believe that speed is important to the customer experience.¹

1. Customer Contact Week Market Study: The future of the contact center in 2019 – November 2018
2. Dimension Data: 2019 customer experience benchmarking report – 2019



**We're at the forefront of
the changing shape of
customer experience.**

We're helping our clients break down silos, foster collaboration, connect channels and deliver leading customer experience.

It's about customer service that meets our clients' needs today, while being ready for the future.



At Telnet, our future is helping our clients put their customers at the heart of every customer experience.

Here's how we're delivering.



We start with the customer.

Easy

Anywhere



Right

Fast

Supported by our omni-channel capability.



Backed by our skilled agents and AI.



Using our leading knowledge base.

senseIQ

Supported by best of breed systems and analytics.

ContactSuite
CRM

Third party
vendors

Client
integration



As customer queries that reach live agents become more complex, businesses need a new type of contact centre agent.

We've responded.



Increased investment in training



Recruiting for the future



Supporting people with technology



Building strong culture



Remote working



The suite of technology needed to deliver outstanding customer experiences is rapidly expanding, and we're keeping pace.

We're bringing together innovative solutions.



Intercom Internet
messaging



Ambit AI
Virtual Agents



Rush Bespoke app
development



Integration



Modica Smart SMS



Litmos Learning
Solutions



It's not enough to just provide great service. To be a leader in the customer experience space, we need to understand why customers interact the way they do.

We're investing in analytics.



Machine
Learning



Artificial
Intelligence



Natural
Language
Processing



**We're ready for the
future of customer
experience.**

Our great people, best-of-breed systems, insightful analytics and commitment to innovation leave Telnet uniquely positioned to deliver – now and in the future.

We look forward to you joining us on the journey.

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