



voyagernetz

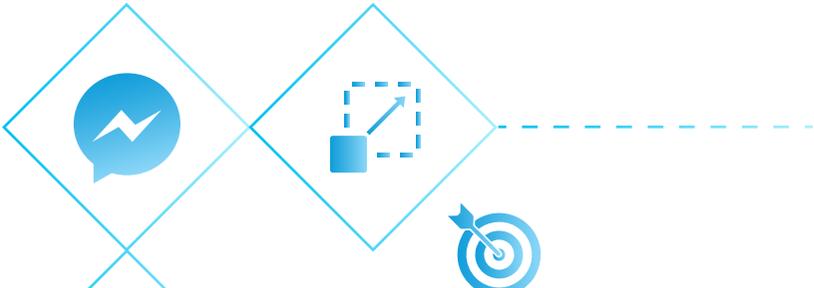


# engage

---

**ARE YOU READY...**

for the next evolution in Text Based communication?

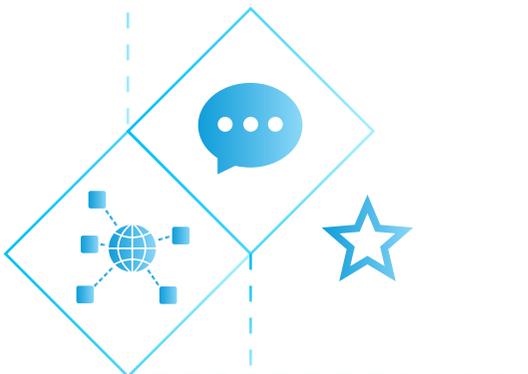


## Business Opportunity



Text 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.



**voyagernetz**

## Product Objectives

### 300% increase in effectiveness

- Text based conversations opens up new opportunities to use technology to empower agents and to reach higher levels of effectiveness.
- Increase potential for real-time collaboration across departments and with third party partners leads to higher effectiveness and quicker outcomes.
- We believe that effective purely AI Agents does not exist and even if it did exist customers still demand and deserve human interaction in their customer experiences.

### Increase in customer satisfaction

- More channels so customers can pick the channel they are most comfortable with 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.

# Index



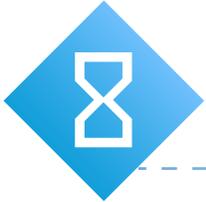
## Universal and Central

Unifying communication channels and improving internal collaboration



## Security and Standardization

Protecting the confidentiality and integrity of your data



## Efficiency

Optimize agent and team productivity



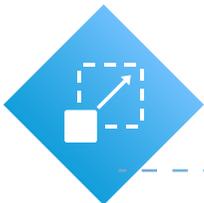
## Effectiveness

Achieve higher results while enhancing customer experience



## Quality

Exceed your customer's expectations



## Scalability

Designed to grow with your business



**voyagernetz**

# Universal and Central



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



WhatsApp



SMS / Text Message



Website Chat



Iphone Messenger



Android Messenger



Social Media



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

Support & Empower Agents

Equip Supervisors to Coach & Lead

Standardize & Secure for IT Teams

Recording & Communication for HR Teams

Oversight & Scalability for Ownership

Channels for 3rd Party Partners

“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*

# Security and Standardization

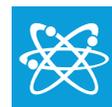


## Protecting the confidentiality and integrity of your data

---

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.



**voyagernetz**



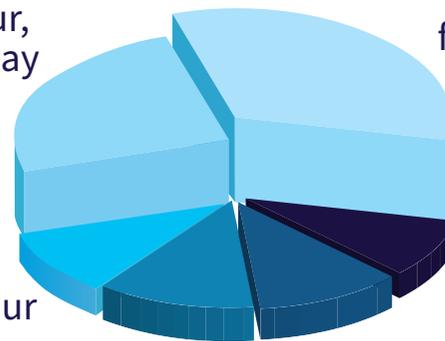
# Efficiency

## 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 5 min  
9%

Within 30 min  
12%

Within 15 min  
11%

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)



voyagernetz

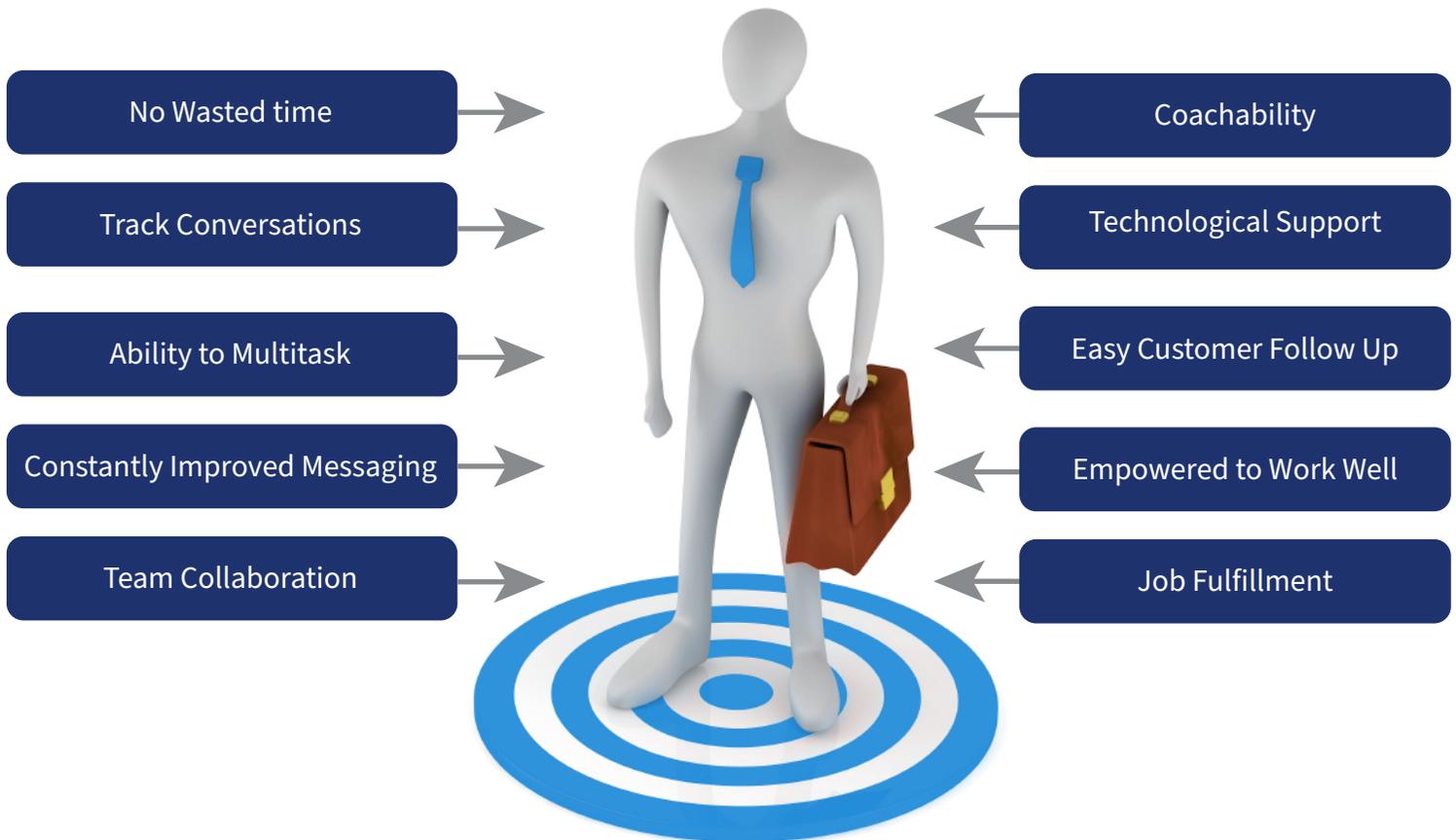
# Effectiveness

Achieve higher results while  
enhancing customer experience

---



## EFFECTIVE AGENT





# Quality

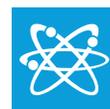
## Exceed your customer's expectations

“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)*

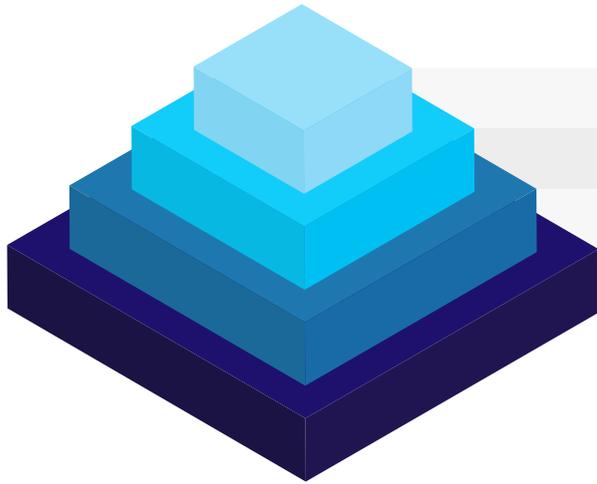
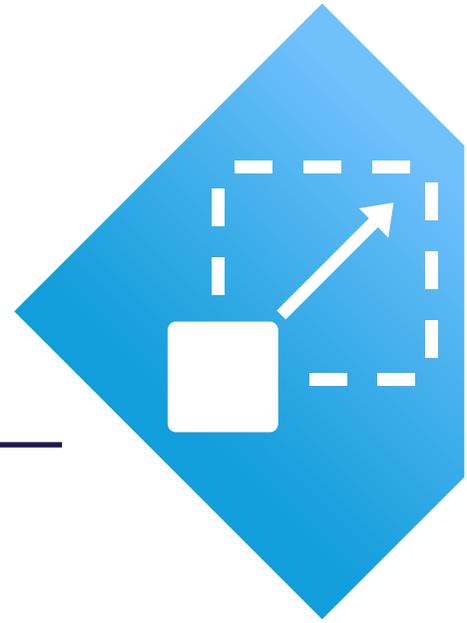


**voyagernetz**

# 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



voyagernetz



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.



Please reach out to  
[engage@voyagernetz.com](mailto:engage@voyagernetz.com)  
to take next steps