



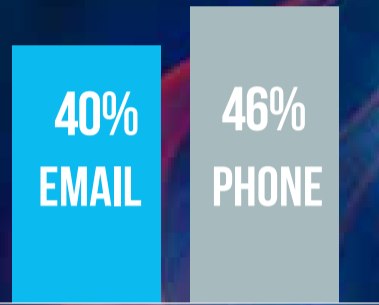
34%

OF CONSUMERS RATED  
THEIR MOST RECENT  
BRAND INTERACTION  
**AVERAGE**

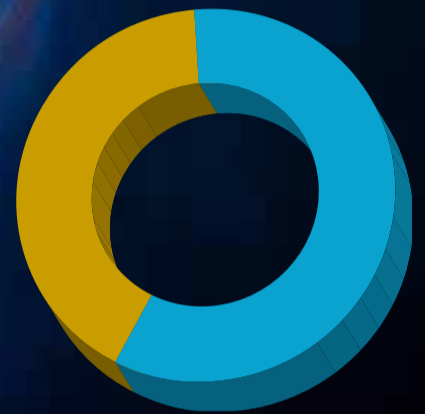
IS YOUR BUSINESS  
READY FOR A  
CALL CENTRE SOLUTION?

# VOIP \ STUDIO

46%



OF CONSUMERS SAID THAT  
**TELEPHONE CALLS**  
WERE THEIR PREFERRED MEANS  
OF COMMUNICATING



59%

OF RESPONDENTS  
MENTIONED

**COST**

WHEN ASKED WHAT  
PREVENTED THEM  
FROM IMPLEMENTING A  
**CALL CENTRE**



82%

OF CONSUMERS  
STOP DOING BUSINESS  
WITH A COMPANY  
AFTER ONE BAD EXPERIENCE

1. Ovum, *Deliver the Omni-Channel Support Customers Want*, August 2016  
2. Logmein 2018 CX Report