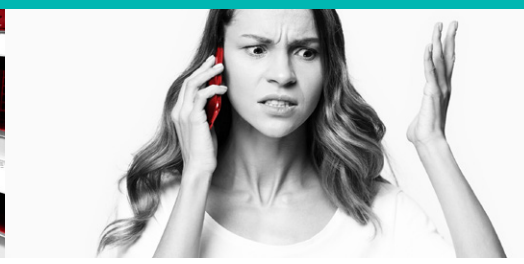


The Perfect Storm: Is your CX ready for 2022?

The labor shortage, supply chain and new consumer behaviors could spell trouble for CX



10.4m

Job openings

-US Bureau of Labor, August 2021

85%

Retailers with inventory shortages

-S. California Marine Exchange, 2021

45%

Consumers frustrated with hold times

- Arise "The Truth About Customer Care", 2021

Can a traditional approach to CX survive the perfect storm?

BPO Challenges

< vs >

The Arise Gig-CX

Traditional call center training classes
40%-50% capacity

Talent



70K+ mature, experienced Service Partners are rated #1 in CSAT

Traditional 8-hour shifts require 14% more FTE to meet capacity

Scheduling



Scheduling in 30-minute intervals reduces unproductive time by 17%

37% of work time spent in aftercall work

Efficiency



Arise Gig-CX drives up to 90% utilization reducing BPO FTE needs by 14%

34% increase hold times during 2021

Flex



Flex capacity up to 200% intraday with the expansive Arise Service Partner network

20% of learners quit after 45 days due to poor learning

Virtual Learning



Industry-best learning and development drives 30% decrease in speed to proficiency

58% of consumers contact customer care more than once to resolve issues

Quality



6% revenue increase based on reducing abandons and improving CSAT/NPS

BPO agents are only productive 50% to 60% of hour

Cost



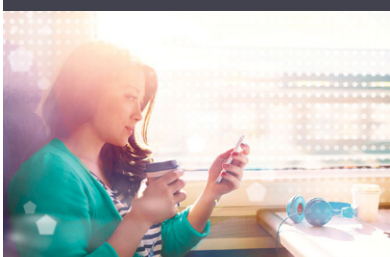
Save up to 32% total cost over BPOs with 20 - 30% greater productivity

Elevate your capabilities and your customers

Grow customers with quickly scalable, on-demand, virtual customer care

be there.

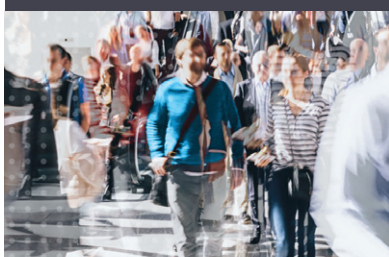
Engage with customers on their time and channel to improve satisfaction



Innovative scheduling of gig-economy resources can deliver up to 200% intraday flex.

be aware.

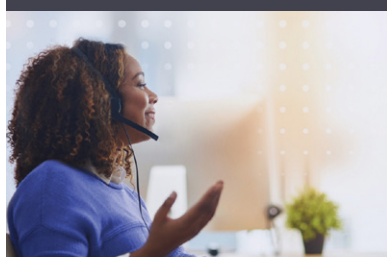
Understand customers' needs to expand share of wallet



Virtual-first remote learning practice reduces speed to proficiency by 30%.

be essential.

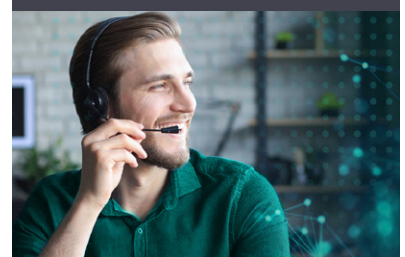
Build enduring relationships to drive customer growth



Mature, professional Service Partners consistently are ranked #1 in terms of quality, CSAT and NPS.

be efficient.

Optimize costs with secure technology that reduces your environmental impact



Our secure work-from-home technology platform promotes ~32% reduction in TCO.