



CUSTOMER SERVICE

Thanks to proactive troubleshooting and innovative network design, it's rare customers need to get in touch with us, but if they do, they're in expert hands.

Our UK-based, in-house team will support your customers in 170 different languages across a range of channels, including phone, web chat and email.

We know your customers will have a range of knowledge and experience with technology, and we have solutions to support them.

From self-help FAQs and product guides to talking your customer through each step of the journey with patience and care, we are there for your customers around the clock and all year round.

If you want to maintain a consistent end-to-end experience, our teams can even adapt their greeting and tone of voice to mirror your brand with our white-labelling service.

Your customers will feel well looked after by a brand they know and trust.

Raising the bar in the industry

Our team of customer support experts consistently exceed the industry standards in service, and with our focus on development and training, they're going from strength to strength.

Thanks to our robust infrastructure and detailed self-service guides, only 2.3% of customers need to get in touch with us—less than half the industry standard of 5%.

And if they do need to contact us, the team resolve 85% of queries at first contact, with an average satisfaction score of 86% and a Net Promotor Score of +36, compared to the industry's +25.

When your partner with Wifinity, your customers are well looked after.

Stats

- Available by phone, live chat and email 24/7/365 in 170 different languages
- White labelled greeting and tone of voice service available
- 2.3% of customers need support

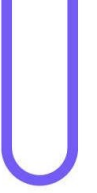
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- 85% first contact resolution
- 86% satisfaction score
- +36 NPS

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