

answerconnect

The power of human connection in the age of AI.

Karen Booze, CFE, Director of
Business Development.



Poor customer service is costing you.

US companies lose a staggering
\$75 billion yearly due to poor
customer service.



**Humans crave
human connection.**

81% of people would rather wait to speak to a live agent than engage with an AI assistant.

<https://callvu.com/>





Wonderful Services Start to Finish

The AnswerConnect Franchise team is wonderful to me and for our businesses. They are the best answering service out there and continue to get better year after year. Their interface is very nice for tracking and listening purposes as well as the agents are very professional with your calls coming in.

- Luke Milligan, Zen Windows Pennsylvania



In a Few Weeks - Changed Our Lives

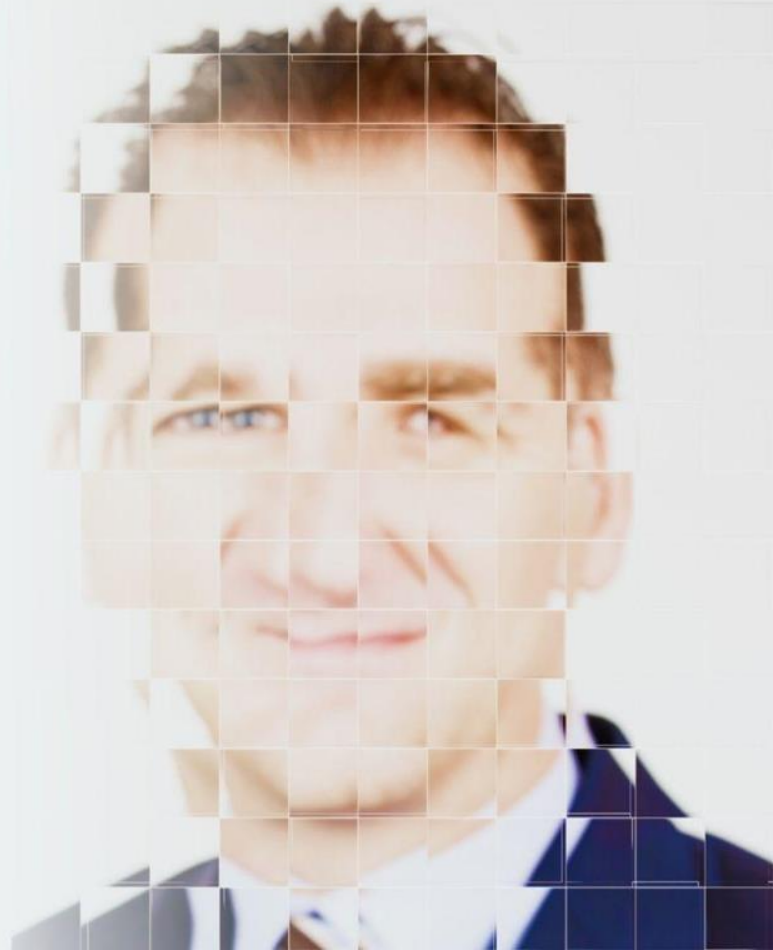
What a wonderful job AnswerConnect did setting up our answering systems (3 separate franchise corporate lines). It has made such a significant difference in our work lives and just allows us to get things done. We have no more dropped calls. We know when calls come in - if someone needs to address it immediately - it is getting sent on.

- Kelley C, Clozetivity Of Alabama And Tennessee



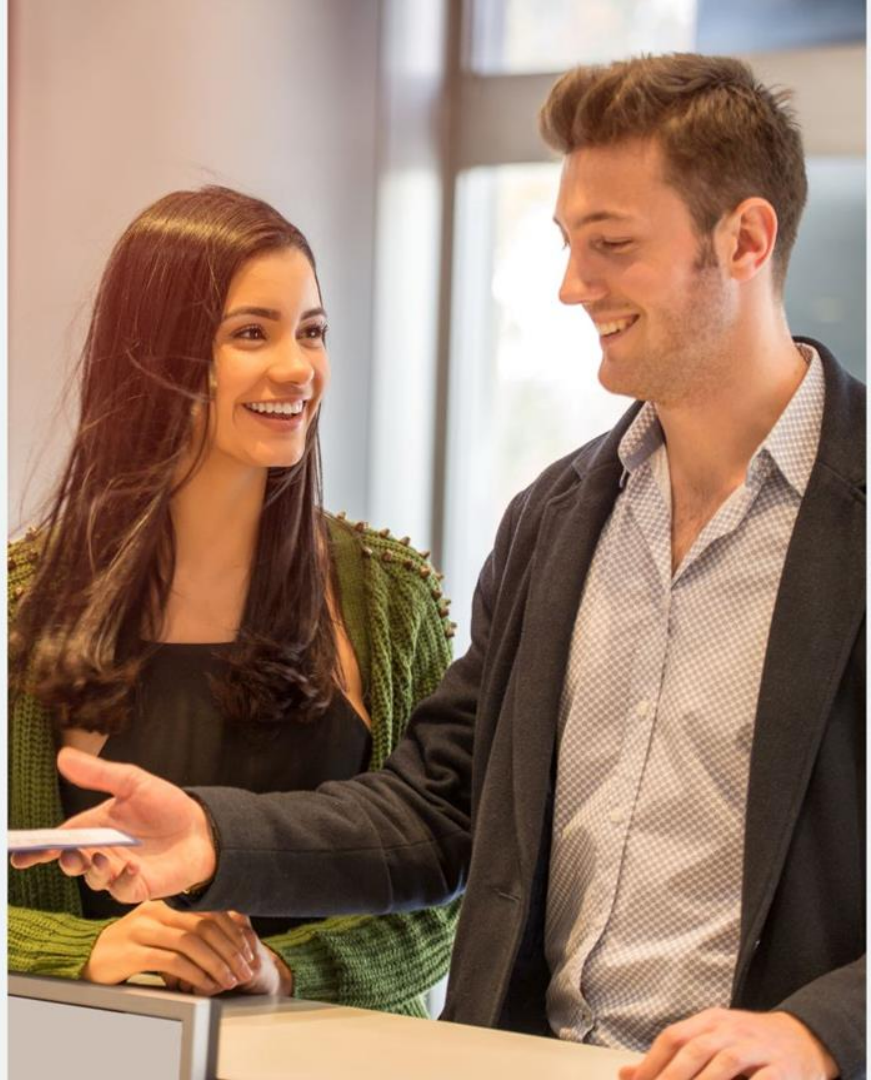
Technology and self-service: Great until it's not.

- ❌ An AI chatbot doesn't understand a specific question.
- ❌ A customer has to repeat their issue multiple times and is then transferred to a live agent - where they have to start over.
- ❌ Long wait times to reach a human after failed self-service attempts.



Use personal service as a differentiator.

- ✓ Train for empathy and emotional intelligence.
- ✓ Strategically use technology.
- ✓ Seek and reward memorable service moments.
- ✓ Listen to customer feedback.



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Thank you.

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