



SupportLogic

All-in-One
Support Experience
Management



Companies can only grow and protect revenue if they understand and act on unbiased signals from every customer interaction.

With the proliferation of case deflection and chatbot tools, are you confident that the most value is being pulled from every customer interaction?

It's time to leverage AI to analyze every support interaction, helping you proactively understand and act on the voice of the customer to build healthier relationships, maximize customer lifetime value, and make your support organization insanely productive.

The most important investment in your AI support stack:

Support Experience Management

Extract over 40 customer sentiment signals from human and virtual interactions

Secure, Virtual Private Cloud

Integrate via flexible, secure data pipeline

CRM, Support, Chat, Voice

Plug into the software you already use

Human Agents

Virtual Agents

Act on insights within your existing support channels

The voice of your customer is extracted from every support interaction

New Message — ✱ ✕

To helpdesk@electroncorp.com

Subject Status update required ASAP!

Hello Support -

Operations are down because of the latest update -- and the progress on this case has been so slow.

So far, this new version has been a critical failure and we expect a root cause analysis and resolution if we're going to continue with you past January.

I would like to see an update on this today.

Customer Waiting

Product Features

Critical Issue

Churn Risk

Urgency

Customers are seeing rapid time to value



Secure implementation:
Go live in under 45 days



Low cost to start:
Pay-per-value pricing



Deliver on KPIs:
See results in 3 months

Proven success with world-class brands



Cut MTTR by **53%**
and escalation
requests by **56%**



Cut escalations by **56%** and
added **13%** of time back to
support managers' days

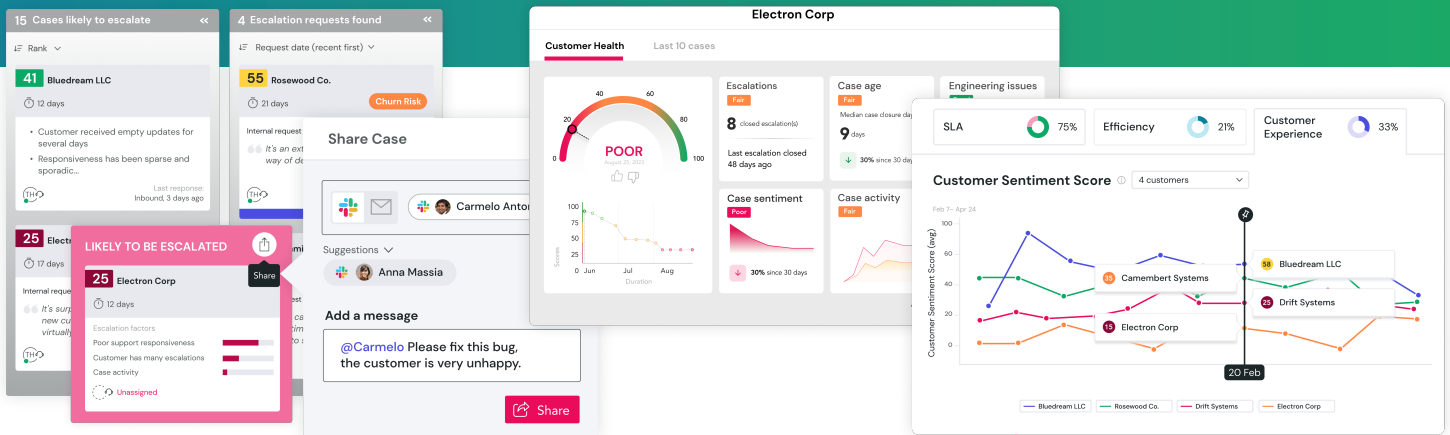


Increased CSAT by
20% and decreased
handling time



Reduced churn by
25% and increased
NPS by **40%**

Your primary investment in your AI support stack, with complete solutions for every support use case.



Support Operations

Escalation Management

Predict and prevent escalations to allocate resources more effectively

Backlog Management

Improve support response and reduce time to resolution

Intelligent Case Routing

Assign the right resource to every customer issue and improve CSAT

Sentiment Analysis

Go beyond customer surveys and unlock the voice of the customer

Account Health Management

Analyze support outcomes and monitor at-risk accounts

Proactive Alerts

Solve issues faster by alerting stakeholders across your business

Customer Support Analytics

Drill into customer sentiment and product friction using custom reporting

Text Analytics

Identify trends across conversations to find and fix service issues

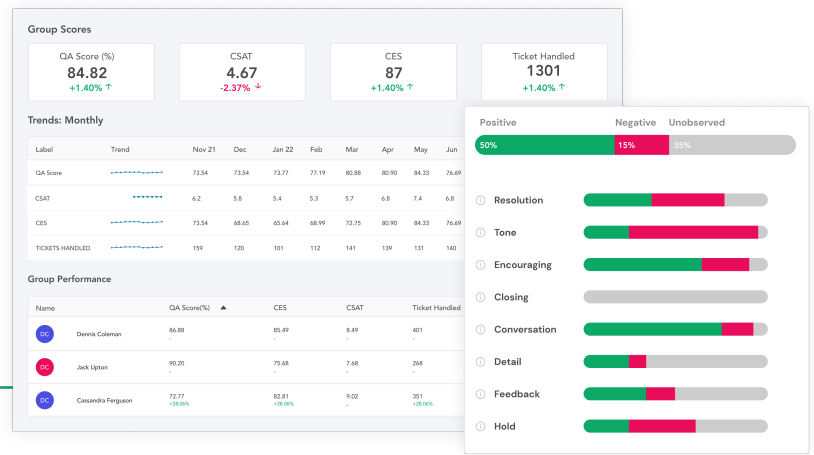
Swarming & Collaboration

Loop experts into customer issues using your preferred messaging app

SLA/SLO Management

Connect to easy-to-use reporting and streamline support operations

Quality Monitoring & Coaching



Automatic Quality Monitoring

Monitor 100% of support channels with zero additional QA resources

Predictive CSAT & CES Scores

Act on leading indicators to improve quality metrics

Agent Coaching

Perform consistent and objective coaching in real time

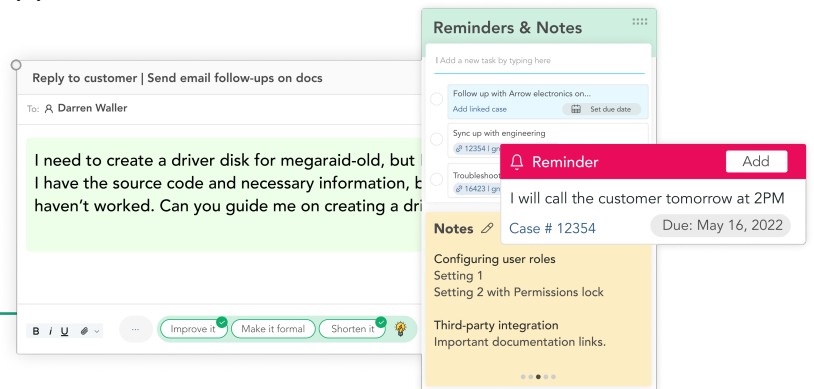
QA Reporting

Leverage powerful reporting to better manage support quality

Voice Analytics

Detect call quality and coach on 100% of support conversations

Agent Productivity



Case Summarization

Get context and troubleshoot quickly using Generative AI

Priority Assist

Predict escalations and reduce case handling time

Translation Assist

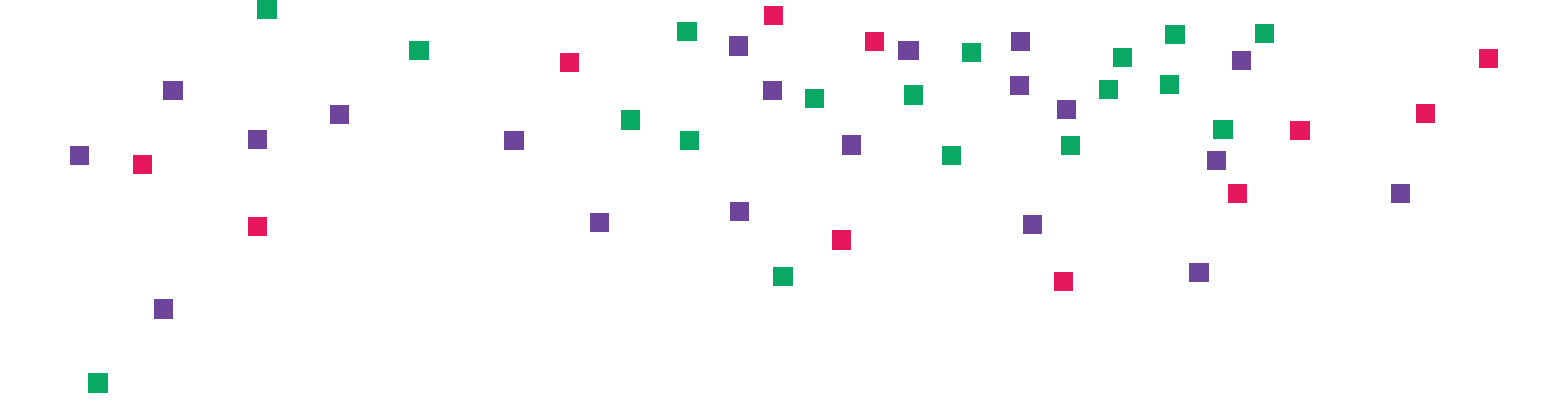
Empower agents to resolve cases in any language using Generative AI

Case Response Assist

Engage with confidence using Generative AI-fueled responses

Screen Recording

Give customers personal support they can reference



Observe, predict, and **act on the Voice of the Customer** in real time to grow and protect customer relationships.

1

Monitor every interaction

2

Focus on the right cases

3

Exceed outcomes and KPIs

4

Improve product with true VoC

SupportLogic

Prevent customer escalations, reduce churn, and elevate the customer support experience.

supportlogic.com

