



# 5 Reasons why Supportbench is the best at Transforming Customer Experience

A Customer Perspective





# Introduction

Now, more than ever, businesses want to boost customer happiness and improve the customer experience throughout the customer journey.

Supportbench is a feature-rich, yet surprisingly economical, next-generation solution that caters to customer needs while focusing on humanizing the customer experience. We know what today's customers want; and so, we focus on providing the right platform features to achieve this.

By employing a configurable, multichannel customer support platform, your agents can create exceptional experiences and resolve issues faster. We are ecstatic when you have satisfied customers, therefore we make sure it's repeatable for you.

Here are the top 5 reasons why Supportbench is the best at Transforming Customer Experience.



## Our Primary Focus: The Customer Experience

Customer Support is simple, but it can be difficult to provide a memorable client experience.

Our Customer Experience team provides a powerful combination of extensive Supportbench platform knowledge with broad customer service and digital transformation expertise across our implementation, performance, and support services.

We have the knowledge and experience to function as an extension of your team, ensuring that our solutions have a strategic impact on your organization. We can work together to provide your customers with a frictionless experience.

From a strategic implementation to always-on service, we make sure you get the best value out of Supportbench.





# We Believe in Personalization

When implemented right, personalized customer service can do wonders for customer retention and your bottom line. Customer service is now delivered through a variety of channels and platforms, and it is more important than ever in shaping customers' perceptions of your company.

If a customer leaves a business engagement dissatisfied or uninterested, you've squandered an opportunity to gain their loyalty. In this way, personalized customer service can help your company stand out from the crowd and be a huge differentiator.

Our clients have specifically mentioned how our platform has aided them in increasing personalization with their customers.





# Customization is Key

Supportbench aims to provide you with not only the best help desk experience, but also one that is totally tailored to your business. Whether it's the user interface or functionality, Supportbench is a help desk that you can customize.

We help give your support desk the style and feel of your corporate identity with help desk customization. We create rules, control workflows, and even specify customized categories and roles. Tailored Workflow Management is provided via Smart Rules. Make your own rules, automate your help desk, and let it work exactly how you want it to.

Our software was created to be highly configurable, allowing businesses to tailor their support systems to their specific needs.





## Performance Friendly

Supportbench provides the industry's best customer service solution. On average, it improves both customer satisfaction by 99% and agent productivity on any size. All of your customer contacts are managed through a single, dynamic interface that includes web widgets, pre-defined ticket responses, and a complete customer history. Get up and going and you should see results immediately.

One important way Supportbench accomplishes this is by seamless integration with three of the most prominent business platforms available: Salesforce, Twitter, and Slack.

With all these three, Supportbench gathers customer data, interactions, and purchase histories from the platform to provide you with real-time comprehensive snapshot of your customer service performance.

This eliminates the possibility of making redundant contact with buyers, enables you to significantly personalize information, enables you to set routine customer care duties (such as common queries or requests) on autopilot, and uncovers fresh customer insights via sophisticated machine learning.





# We Understand Your Business

Supportbench has always prioritized our clients and we make every effort to understand what you need and how we can assist you in providing the optimum customer support experience.

We understand that enhancing the customer experience is an ideal method to attract new consumers. It is also one of the most effective techniques to increase consumer loyalty.

Whether you want to improve the customer experience, create more compelling content, or increase revenue, having a thorough grasp of both your clients and industry is critical to reaching essential company objectives.

As your partner, we at Supportbench help you achieve this.





# Final Verdict

## Is it Worth it?

Supportbench is a dominant player within the help desk software industry. It's simple to use, has one of the most well-thought-out interfaces on the market, and contains nearly all of the help desk features you could need.

With its features and competitive prices, Supportbench is your company's new best friend, and it is well worth the investment.

With Supportbench, we can maintain a customer-facing solution that is cost-effective, scalable, and well-suited to our available manpower. It aids in maintaining open lines of communication between technical staff and users. The interface for employees is simple to use and works on a variety of systems.

Supportbench has completely transformed the way customer





# Want To Learn More?

We are sure that we have provided valuable insight into our company's mission and performance. We would be happy to discuss with you and assist your company in strengthening and managing its customer care personnel.



To Know More  
Book A Demo



 **SUPPORT BENCH**

