

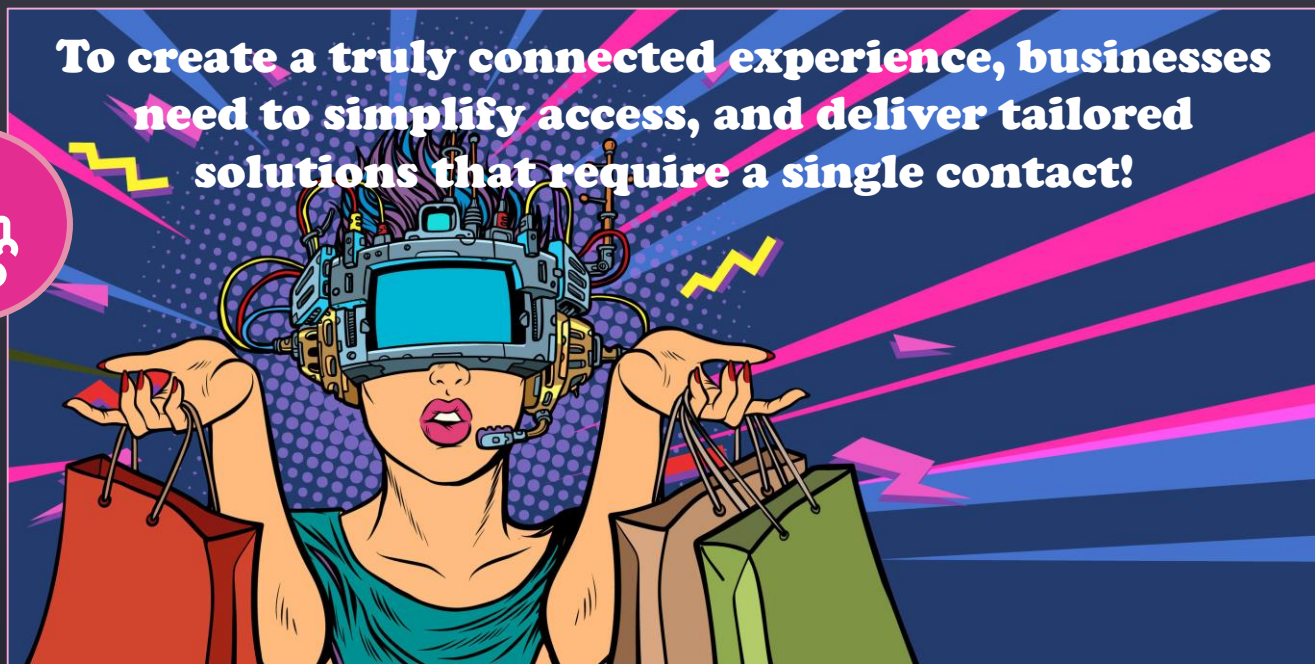
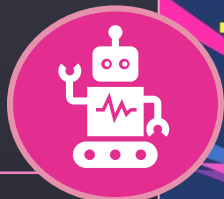
The Future of Customer Experience ...

Artificial Intelligence needs to be utilized to help improve connectivity and navigation for customers

serviceMob interviewed over 100+ Executives, and **90%** agreed, digital connectivity and seamless support/interactions through mobile applications is an absolute in 2019

Chatbots still ...

- Only handle the simplest forms of interactions: Ex – Alexa Play this song, Siri what is the weather like today, Chatbot what is my current balance
- Struggle to maintain context past a few interactions
- Lack escalation workflows associated with transfers i.e – Human Intervention Protocols (HIPs) → A serviceMob specialty! 😊



70%

The percentage of customers who leave due to: **Poor Service!**

13

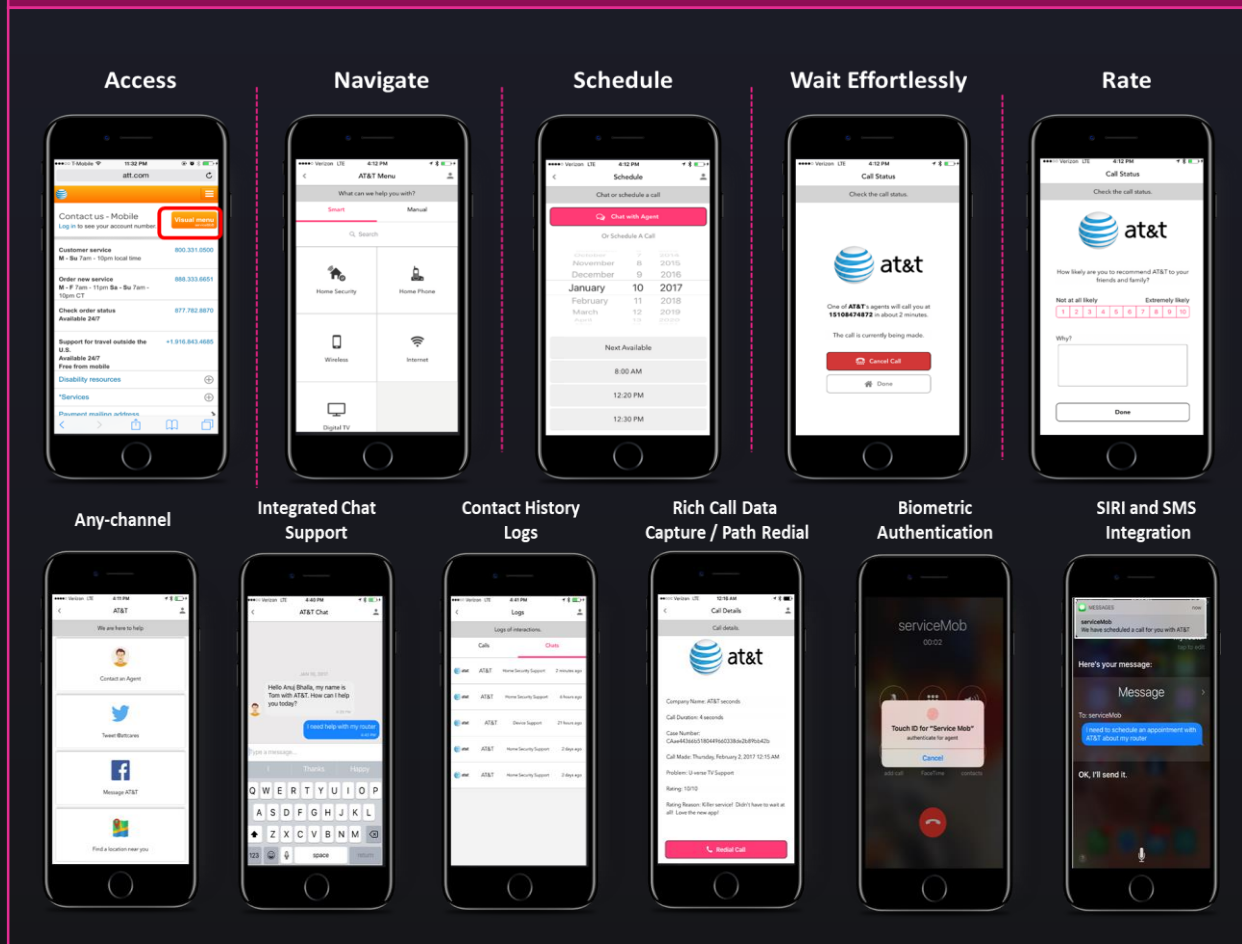
The average number of hours the average American spends on hold annually when calling customer service across all industries!

Stop saying Omni-channel!!



Customers don't care about channels, they care if they receive a solution when they contact you regardless of the way they decide to connect with you; your service model has to be positioned to deliver a seamless experience!

serviceMob connects customers with integrated AI based customer experiences on a device they spend typically **667 minutes on per month!**



Come say hello@serviceMob.com