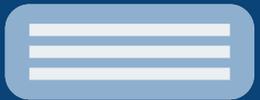


SELF SERVICE AT CUSTOMER SERVICE



80 % thinks to provide excellent service, while only...

8 % of customers say they receive excellent service

64 % of customers get in touch



PHONE CALLS



20 An average phone call for regular help requests takes **20 minutes**

25 % of the Dutch give the telephone accessibility of organizations an insufficient

52 % of telephone calls are not resolved in one call

45 % of customers decline to purchase if they not quickly find an answer to their question

CUSTOMER PORTAL

91 % of customers expect companies to have a self-service portal on the website

80 % of customers solve the problem themselves without contacting customer service

24 hours availability per day by email and ticket submission

87 % of customers expect to be able to (re)plan their appointments via the portal

