

Replic8 - Redefining Customer Experience

by OneClick Technologies



Orchestrating effective and enriching customer experiences.

Global Industry leaders have entrusted us to successfully and consistently process millions of satisfactory customer interactions annually.

Our expertise in customer experience has been enabling our clients to deliver a transformational experience to their customers for over a decade.



Productivity enhanced by

30%



Decrease in operational cost by

15%



Reduction of escalated calls by

46%



Improved first call resolution for

480K
callers monthly

* As per our customer case studies.



Increase in Need of Advanced CX Platform with Self-help

The emergence of customer experience (CX) has disrupted the way companies are connecting with their customers. Erstwhile, most people contacted customer service by telephone. Just a decade ago, smartphones were in their early days, social media was largely for amusement, and using email for contacting companies was unconventional.

Today, with digital channel uptake steadily increasing, a new and increasingly valuable role is emerging for customer experience platforms. Gartner predicts that customer experience is one of the most critical components for a firm to achieve its competitive differentiation in today's times. However, many companies experience numerous challenges in the area of customer experience transformation:

Increase in Costs: A TCS article states that it costs \$600 billion per year to field the 270 billion calls made annually to the world's customer contact centers.¹

Inconsistency in Customer Experiences: According to a PWC report, right now, there is a mismatch between customer expectations and how employees deliver. The report also tells:

- 46% of all consumers will abandon your brand if employees are not knowledgeable.
- Only 38% of consumers in the U.S. and 46% of consumers in the outside U.S. say the employees they interact with understand their needs.²

The answer lies in empowering the customers with a self-help platform and making the agents more skilled. According to Harvard Business Review, across industries, 81% of customers attempt to take care of matters themselves before reaching out to a live customer service representative.³

The pandemic is also changing how consumers feel about customer experience. According to CCW Market Study, COVID-19 has accelerated digital adoption; 82% of consumers now feel more comfortable using digital channels for at least some issues.⁴

¹ TCS, 'Reimagining the Contact Center with Digital Technologies,' <https://www.tcs.com/perspectives/articles/reimagining-contact-center-digital-technologies>

² PWC, 'Experience is everything. Get it right.' <https://www.pwc.com/us/en/advisory-services/publications/consumer-intelligence-series/pwc-consumer-intelligence-series-customer-experience.pdf>

³ <https://hbr.org/2017/01/kick-ass-customer-service>

⁴ 2020 CCW Market Study, 'Customer Experience Trends, Challenges & Innovations,' https://www.radial.com/sites/default/files/Customer_Experience_Trends.pdf

Replic8

A self-help and troubleshooting tool for any physical devices, applications, or web apps.

New age self-help and troubleshooting tool, giving access of the entire CX knowledge bank to the contact centre agents & customers in the form of AI-enabled smart step-by-step visual guide.

Self Help



- Multi-platform Deployment (App/ Web/ OTT)
- Zero Wait Time
- 24 x 7 Availability
- Easy and Interactive
- Reduced in Dependency on Contact Centers
- Knowledge Repository at Fingertips
- Increased Customer Engagement

Contact Center



- Increased First Call Resolution
- Manpower Cost Optimization
- Reduced in Training Cost
- Uniform Service Delivery
- Reduced Escalations Cost
- Easy Access to Knowledge Bank
- Improved AHT

Features



Smart Visual Guide



Knowledge Bank



AI-Enabled



Big Data Analytics



Intuitive Search



Multilingual



DIY Platform /
Config.



Self-Help



WFH Friendly



Share Solution
over Text/ Mail/
OTT

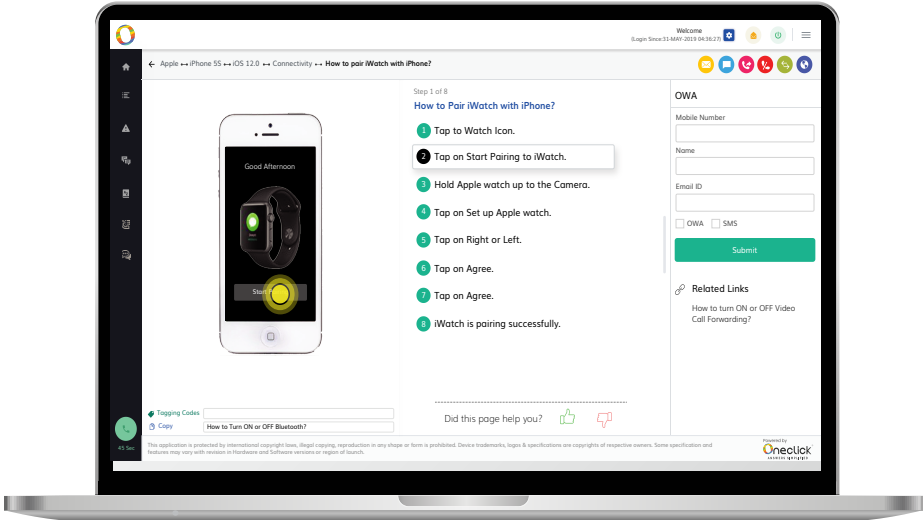


Content
Management
Module



Quick
Integration with
Existing Tools

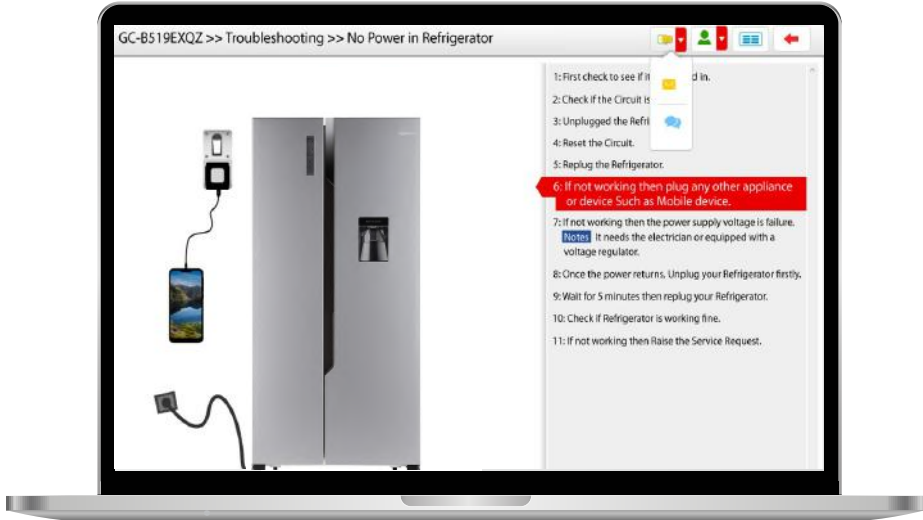
High Adaptability and Quick Customization for Devices Across Industries



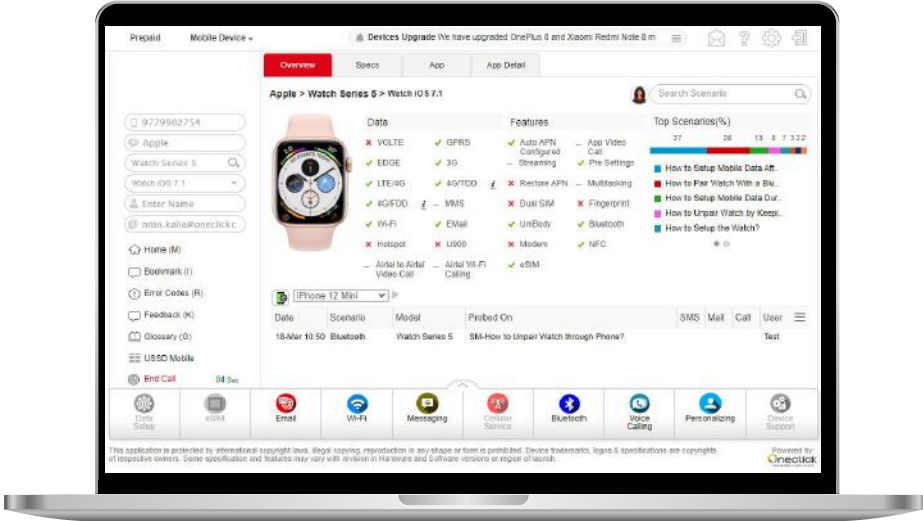
Consumer Electronics



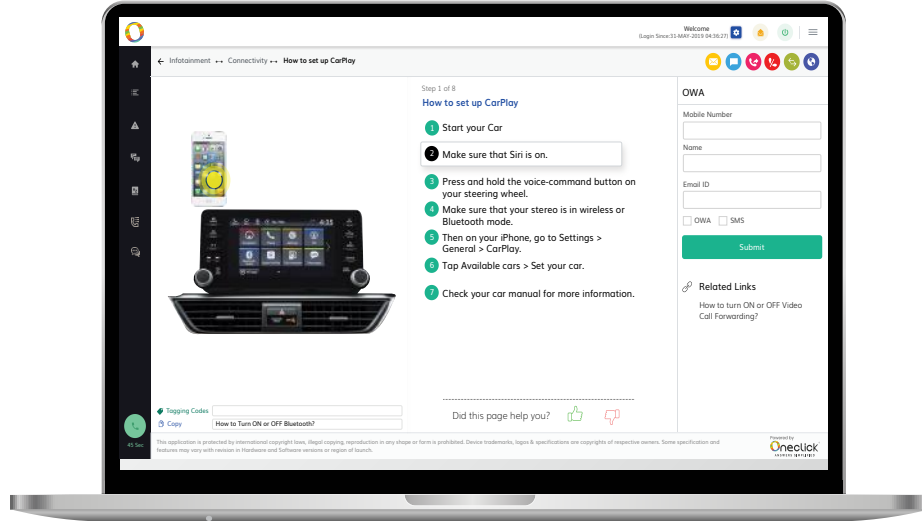
DTH



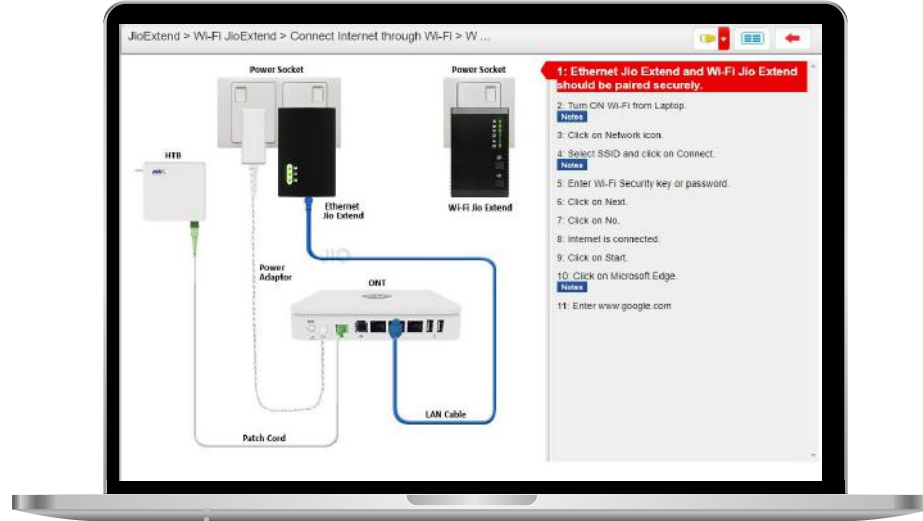
White Goods



Smart Devices



Automobile



Router

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Our Achievements



First to Deploy
Platform of

For Chatbot Innovation



3 Aegis Graham
Bell Award

For Service Innovation



5 Aegis Graham
Bell Award

Across Categories



Global Telecom
Business

Innovation Awards



Technology
Fast 50

Deloitte Consulting



Technology
Fast 500

Deloitte Consulting



Largest Repository
For Device

Simulator In the World