

Quinnox
accelerate success

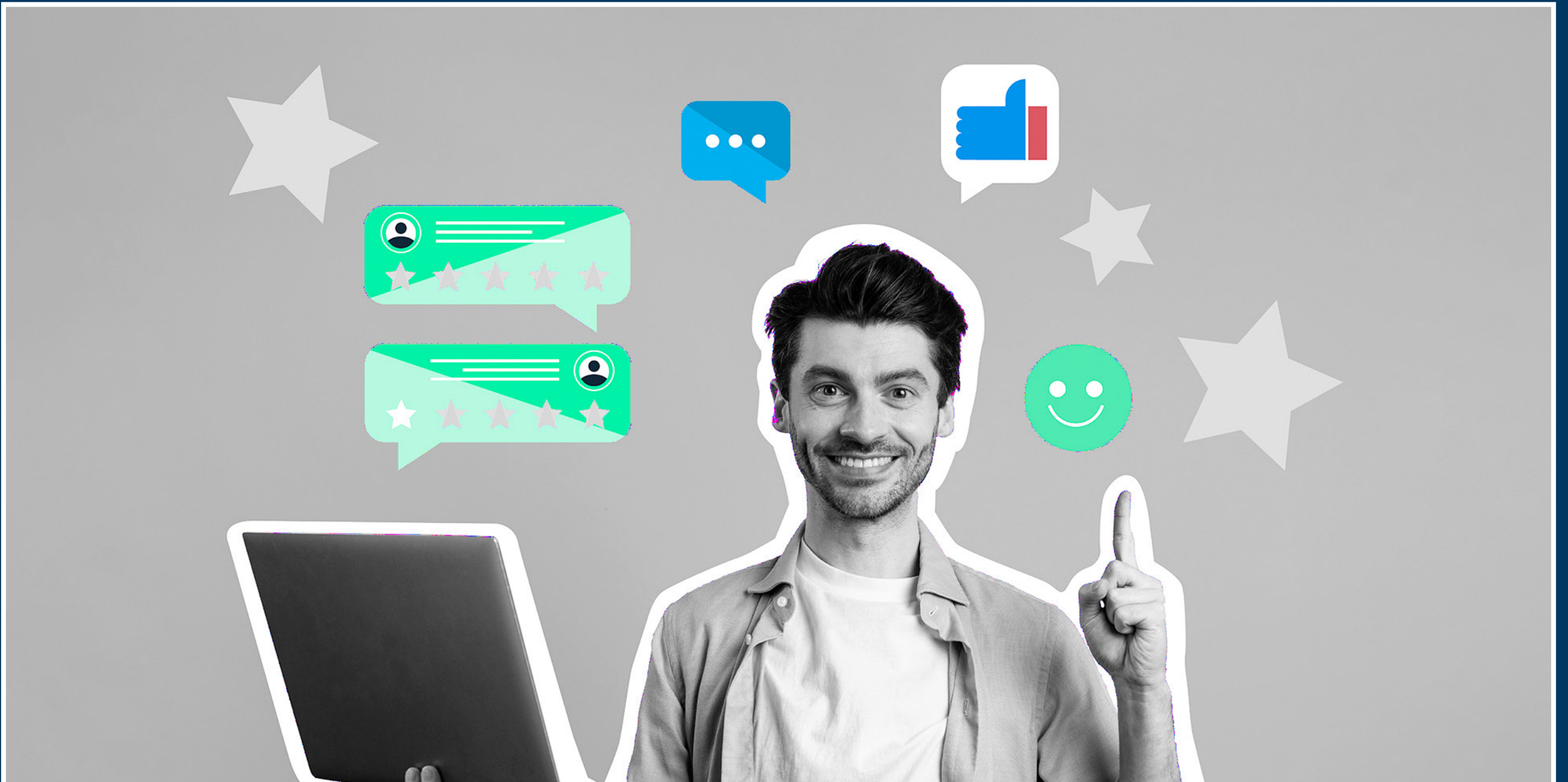


▶ **KEY INSIGHTS**

Enhancing **Customer Experience**
in the **Utility Industry**

SWIPE





Elevating Utility Customer Experience: A Path to Success

Gartner's projection for **2024** suggests that organizations excelling in TX strategy will achieve a **25%** advantage in satisfaction metrics over rivals.



Source: Gartner



Global Energy Companies Prioritize CX Investments in 2023

A Frost & Sullivan study unveils that over **40%** of energy firms worldwide are set to make substantial investments in customer support channels this year.



Source: Frost & Sullivan

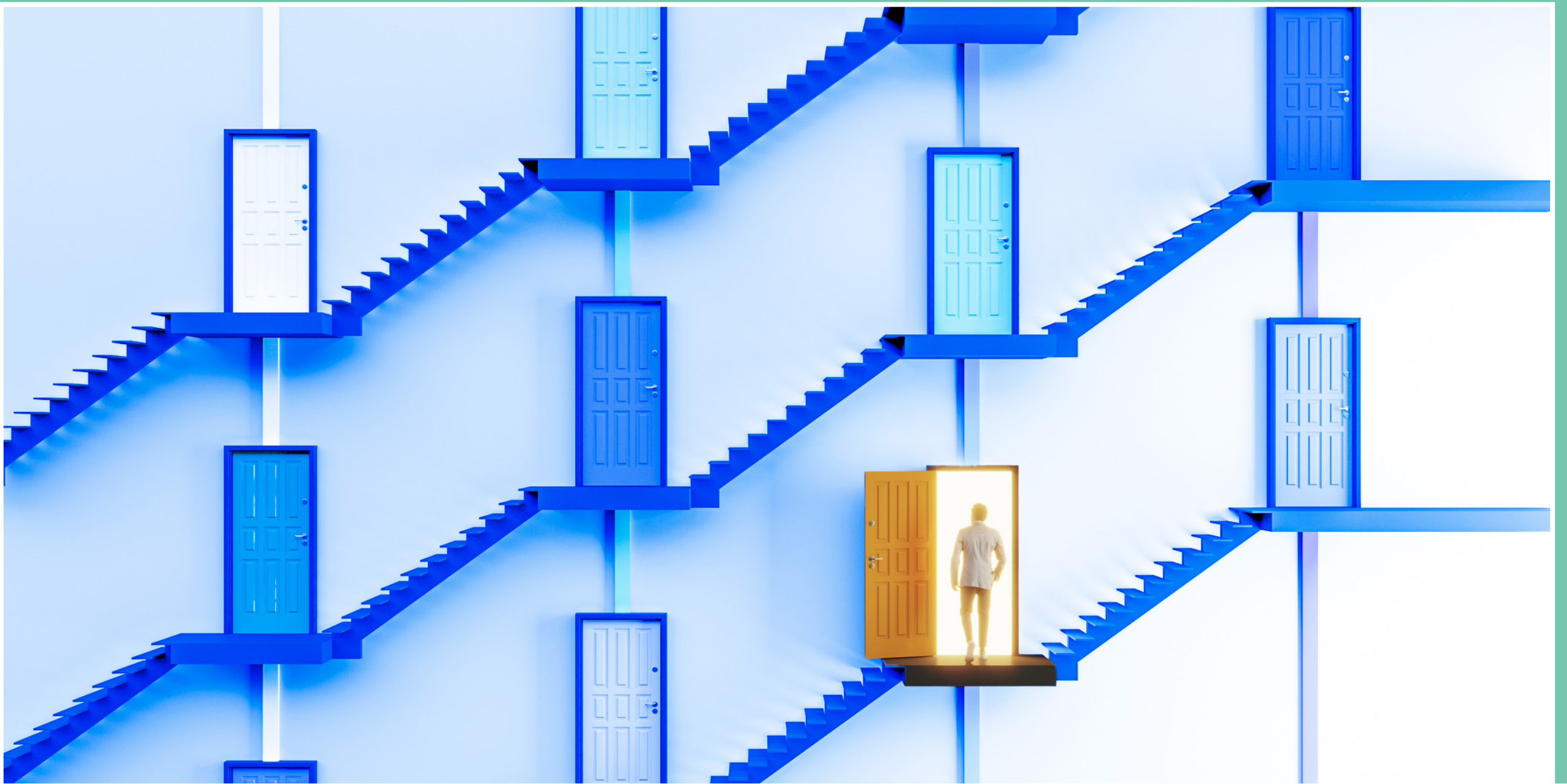


Power of Personalization: Fueling Consumer Engagement

An impressive **73%** of consumers express their preference for personalized discounts and offers, underlining the significance of tailored experiences.



Source: Oracle



Connecting Choices: Shaping Communication Channels in Utilities

More than half (**57%**) of customers desire a range of communication channels to interact with utility services, highlighting the value of versatile communication options.





Instant Gratification: The New Norm in Customer Service

A remarkable **38%** of customers expect service agents to instantly recognize them and understand their queries, underscoring the demand for seamless, context-aware assistance.



Source: Gartner



Revolutionize Utility Customer Experience with Quinnox: Accelerate Success and Amplify Growth

Transform every interaction point within your utility business into a source of enhanced customer experience. Witness a journey towards accelerated success and remarkable revenue growth through our specialized solutions. Power up your customer experience strategy today with Quinnox by your side.

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Reach Us Today!



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