

Product Support Connecting People with Connected Devices

Everise PX knows connected devices seek to be very integrated technologies, fluidly occupying a niche within our lives we soon cannot envision leaving unfilled again.

Research shows a desire on user' parts to make this a reality, though a pervasive misalignment between product promise and actual user experience threatens to slow broader adoption.

Everise PX is product support completely re-engineered around deep user-product integration and loyalty.

Our methodology narrows the product experience gap at every stage of the customer journey and product lifecycle: pre-release, beta, sustaining and mature.



How Everise PX is different.

First, we believe the best product experience is one that never requires a support contact.

We have the uncommon goal of *minimizing* incoming contacts through application of our proprietary Systematic Insights® methodology, helping our clients identify and fix the drivers of contacts at their root, through deep analysis of support contact data.

What Systematic Insights delivers is invaluable, testable data capable of transforming your product and narrowing the experience gap that impedes mass adoption.

Second, our diverse set of complementary services have one key thing in common: supporting great products in the nascent smart home and IoT device space – whether launching on the level of startup or enterprise – throughout the device lifecycle.

These add substantial value individually, and extraordinary value when employed together.

Third, Everise PX operates in English and an additional 20 European and Asian languages, with multilingual hubs in Kuala Lumpur and Limerick, Ireland, in addition to nearshore resources in Guatemala City.

Put it all together and Everise PX is your best choice for supporting your game-changing connected device.

SYSTEMATIC/INSIGHTS

SYSTEMATIC INSIGHTS turns PX problems into solutions

Every customer contact has something to teach you about improving your product or service, if you look at it the right way. But that information is usually lost by systems optimized to deal with nothing more than quickly solving the current problem.

Systematic Insights by Everise is our revolutionary methodology for capturing transformative value, buried in support contact data, to help you perfect your product. Our team has the training, systems and expertise required to dig deep and transform problems into solutions.

Systematic Insights works at every stage of the product or service lifecycle.

Pre-release Stage

Intensive, hands-on interaction with your product, documentation and marketing materials to identify future contact drivers and their fixes.

Growth Stage

Analysis of incoming support contacts and social posts to isolate non-obvious root causes of multiple issues.

Late Stage

Extraction of meaningful voice of the customer insights informing future product development.

As research makes clear, the days of the MVP are gone. Consumers reserve their precious loyalty for firms that go to market with stronger products.

Systematic Insights helps you build a better product from the start. Our unmatched insight into how real people use - and often abuse - connected devices will help you stop support calls before they happen.



CASE STUDY: **Small improvements yeild large dividends.**

CLIENT

A leading innovator in consumer-focused networking hardware development.

CHALLENGE

To more efficiently improve the quality and quantity of agent interactions when resolving issues confronting less sophisticated users of a sophisticated new home networking technology. Specifically, the client sought to move average handle time (AHT) from nearly 17:00 minutes to under 16:00, thereby improving agent availability.

STRATEGY

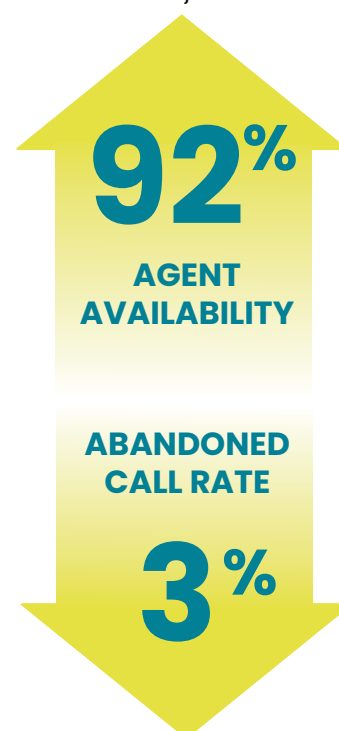
Supervisors were tasked with carrying out time-in-motion studies focusing on agents whose AHT exceeded goal. The outcome of the study was the identification of certain sources of inefficiency shared among the under-performers. A course of group and individualized training, focusing on addressing these problem areas, was designed and implemented.

OUTCOME

In the course of four weeks, AHT among the underperforming agents dropped considerably, bringing the client-wide numbers from 16:50 minutes to 15:25 minutes – significantly exceeding goal.

This, in turn, improved agent availability from as low as 62% to 92%, which had the effect of dropping abandoned call rates from 11% to 3%.

These factors combined to greatly boost the quality of the customer experience at no additional cost to the client.



The Everise PX suite of complementary services includes:

- Pre-release field testing
- Beta testing
- AI-augmented post-release CX
- Support community optimization
- Voice of the social media customer
- Content moderation
- Order management
- Credit card, reseller and warranty fraud detection and prevention

**CONTACT US TO LEARN MORE HOW EVERISE
PX CAN CHANGE THE WAY PEOPLE CONNECT
WITH YOUR CONNECTED DEVICE.**

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