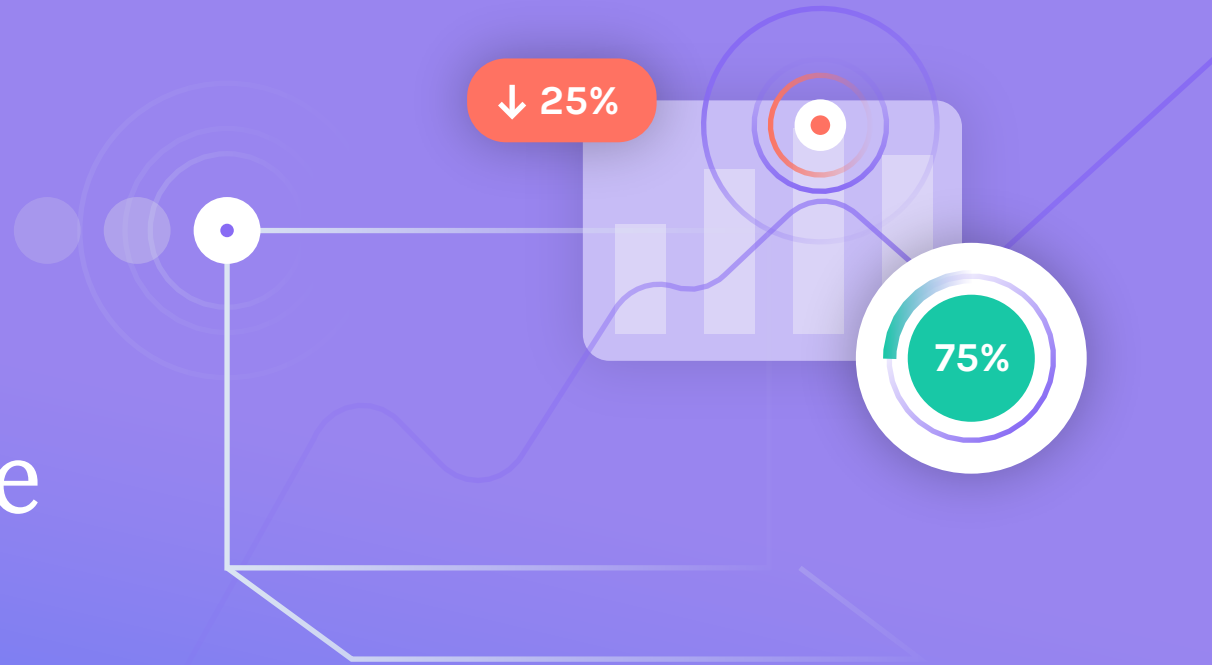**Tethr**®

Tethr for digital customer service channels

↓ 25%

75%

Shifting to a digital-first customer service approach is a great way to maintain a well-rounded customer experience. With this new approach comes the need to:

▸ Listen to customers at scale

▸ Uncover points of friction in the omnichannel customer journey

▸ Gather agent performance analytics

▸ Surface insights for unbiased customer feedback

Tethr's conversation intelligence platform helps your business gain a better understanding of customer needs, preferences, and pain points via advanced insights and sentiment analysis.

These insights help your business develop more intuitive and personalized digital interfaces and experiences: whether via chatbots, email, or virtual agent support.

How to use Tethr to optimize the digital customer experience:

Improve the customer journey by using Tethr to ingest conversation data from your digital customer service channels. Gain insights and take action to decrease customer churn, reduce operational costs, and increase revenue.

Automate quality assurance across all customer conversations. Replace random sampling of omnichannel customer interactions with an accurate, reliable, and holistic QA process.

Gain unbiased product feedback from customers through insights from every digital service channel to improve offerings and sales conversions.

Benchmark your company's digital customer journey against similar businesses and prioritize opportunities for improvement.

Tethr has existing integrations with many industry-favorite digital customer service and case management platforms, including:

LiveChat   LIVEPERSON   glia   zendesk

Podium   salesforce   freshworks   DR✱FT   aws

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*For any platforms that Tethr does not natively integrate with, businesses have the option to ingest conversation data from any source via open API.

Businesses that have used Tethr to optimize their digital customer experience can attest to conversation intelligence as a game-changer. Here are several examples of companies using Tethr for better digital customer service:

Chat: TwinStar Credit Union uses conversation data from Tethr to continually improve its chatbot. The credit union isolates its best phone interactions with members and uses this data to train its bot, improving its responses to FAQs and reducing its unsure rate by 75%.

Email: Channel Fusion uses Tethr to improve its customer experience by training agents to reduce negative language within customer email interactions.

Support tickets & cases: Planning Center has an existing ticket management environment with Zendesk. By using Tethr, they were able to improve ticket management efficiency and reduce total ticket resolution time.

Surveys, customer reviews, and more: Thrasio uses Tethr to uncover potential product issues and insights across their voice-of-the-customer data sources, including chat, emails, Amazon reviews, surveys, and customer service tickets. This allows their team members to identify and address issues quickly, leading to a better customer experience.

Tethr equips contact center leaders with the insights needed to identify and prioritize improvements in the digital customer experience and ensure a competitive edge.

Ready to use Tethr to improve your company's digital customer experience?

Schedule a call with our team