

8 Great Customer Care Infographics

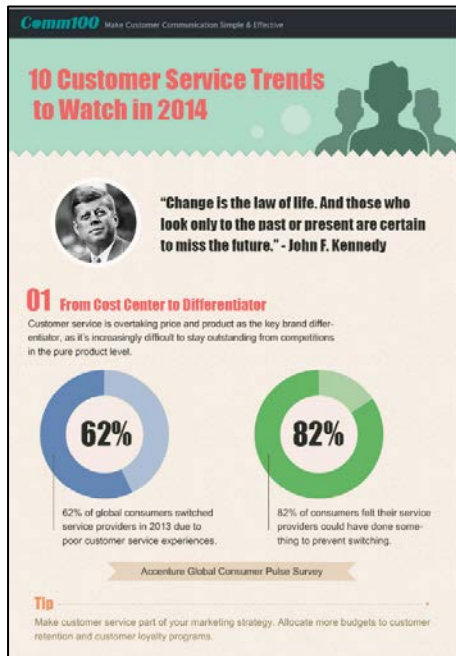
We scoured the web to find 8 great customer care infographics that are interesting, insightful and inspiring. You can go into much greater detail on the topics covered in these infographics by taking part in the **Future Contact Center Open House**, a **free** three-day online event run by Call Center IQ.

The list is curated by Shawn Siegel, Digital Content Director of Call Center IQ.

FUTURE CONTACT CENTER OPEN HOUSE
December 15 - 17

Charting the Next Generation Customer Service Experience

**REGISTER
FOR YOUR
SPOT NOW**



10 Customer Service Trends to Watch

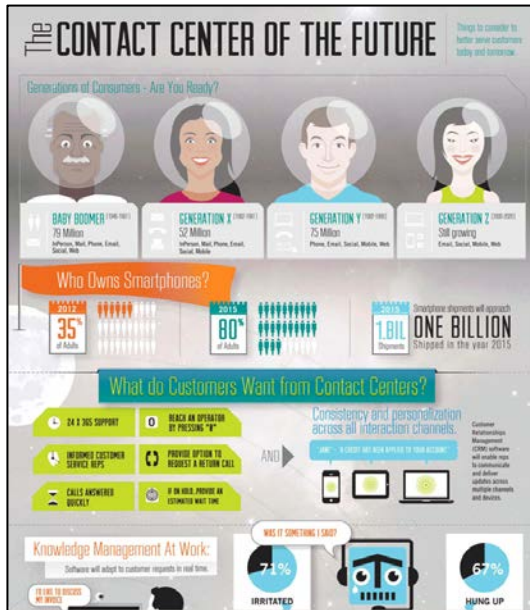
From [Comm100](#)

#9 Omni-Channel - “Customers want the ability to start an interaction in one channel and complete it in another with consistent, personalized and contextual information provided.”

“75% of respondents said self-service is a convenient way to address customer service issues.”

***Click on the images to view the full infographics.**

[ContactCenterOpenHouse.com](#)



The Contact Center of the Future

From [Astute Solutions](http://AstuteSolutions.com)

“80% of Adults” will own smartphones in 2015 compared to just 35% in 2012.

“Global Mobile Data Traffic” expected to grow from 4.2 exabytes in 2014 to 10.8 exabytes in 2016.



Social Customer Service: The Next Battleground

From [bluewolf](http://bluewolf.com)

“Customer won’t always tell a company when they’re not happy with the service they receive, but business still suffers.”

In 2010, 25% of “Enterprises used social media for responding to customer/partner service inquiries”, but 90+% are expected to in 2020.

ContactCenterOpenHouse.com



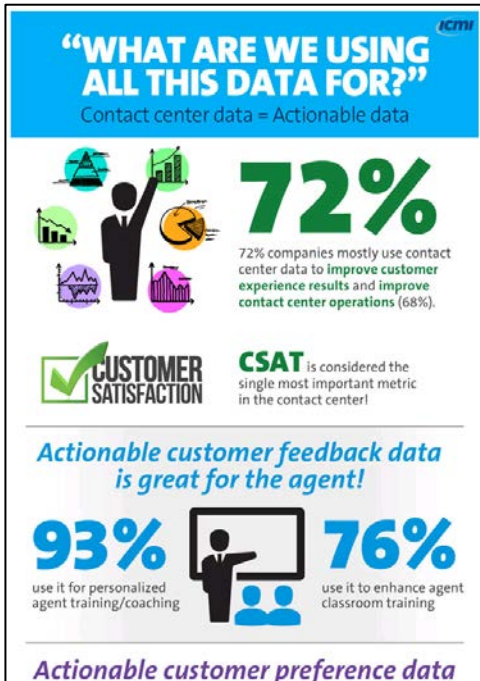
Top Call Center Priorities of 2014*

From BajaCallCenters.com

“66% of Call Centers say that creating a consistent customer experience” is their top business priority.

*Okay, we’re a little bit biased about this infographic. The data used to compile this infographic was taken from the live polling that took place at our sister event, Call Center Week, in Las Vegas.

ContactCenterOpenHouse.com

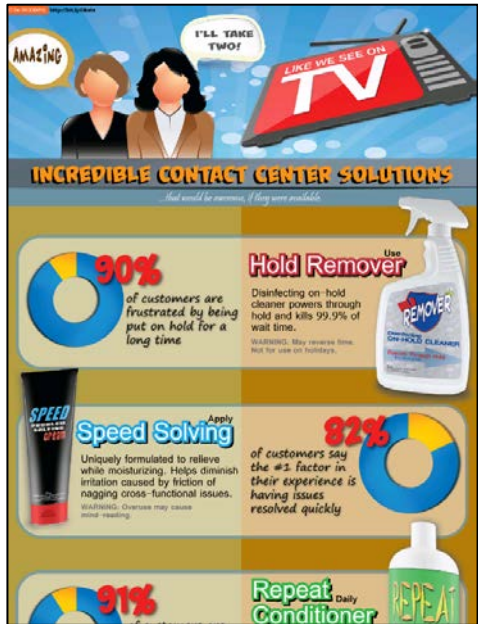


What Are We Using All This Data For?

From [icmi](https://www.icmi.com)

93% use actionable customer feedback data “for personalized training/coaching.”

“76% use it enhance agent classroom training.”

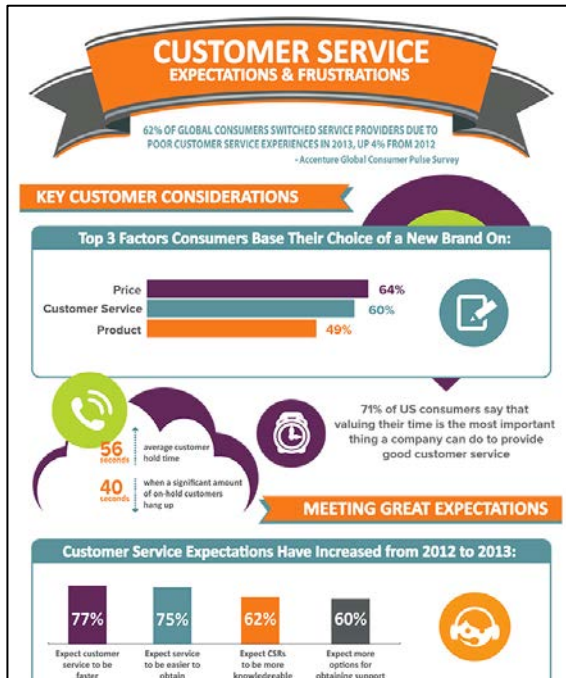


Incredible Contact Center Solutions Like We See on TV

From [Customer Relationship Metrics](#)

This is definitely the most humorous contact center infographic I've ever seen (which isn't saying much, because I've never seen another humorous contact center infographic.)

Best stat: "89% of customers are frustrated by having to repeat their issue to multiple representatives."



Customer Service Expectations & Frustrations

From [parature](#)

“71% of US consumers say that valuing their time is the most important thing a company can do to provide good customer service.”

“62% of global consumers switched service providers due to poor customer service experiences in 2013, up 4% from 2012.”

**Take This Job
And Love It!**
How Gamification Helps Call Centers Share the Love

Call Center Staff: Morale Matters

Call Center Agents
Aren't happy • Are disengaged • Could leave soon

The Solution?
Gamification
Gamification increases engagement, productivity and customer retention

Gartner says a **5%** increase in customer retention could increase profits by **25% - 125%**

Call Center Staff Has The Disengagement Blues

Take This Job and Love It

(How Gamification Helps Call Centers Share the Love)

From [BunchBall](#)

“Gamification guides, reinforces, and increases high-value agent productivity by providing goals to accomplish, real-time feedback and rewards that matter.”

[ContactCenterOpenHouse.com](#)

Register for the Open House

Each free online session begins with a 40-minute *case study* exploring how an organization like yours drove optimal ROI with a contact center solution. It then transitions into a real-time demo of the solution before moving into a Q&A with the innovator and practitioner.

Presenters will include the world's most innovative call center solution providers – and the end-user practitioners who have successfully implemented their solutions. Attendees will include managers, directors, VPs and C-level executive responsible for call centers, customer service, customer experience, IT and operations.

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