

# 10 Pain Points

## How to know if CommBox is an excellent fit for your client?

- 1 Does your client get a massive amount of requests?
- 2 Do your prospect experience lengthy SLA times?
- 3 Too many client-facing roles in your client's company? Is routing requests to the right person a major challenge?
- 4 Is a significant portion of the requests your prospect receives repetitive?
- 5 Your prospect never managed to provide service on other channels besides his busy phone lines?
- 6 Does your prospect have too many touchpoints with its clients that cannot be aggregated?
- 7 Is the end-client customer journey clumsy, full of friction, and with a high churn rate?
- 8 Do they have multiple brands, locations, branches, or serving various time zones?
- 9 Does your prospect struggle to align his agents with the company's values and to comply with regulations and policies?
- 10 Is your prospect unaware of his social media presence and feedback written about him by his end customers?

Answered YES to any of these questions?

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