

# Helping to transform Customer Experience at Radius Payment Solutions

When your customers are business owners, they're too busy to wait for answers. You need to be able to respond to them on their terms.

An aging and mixed environment was a

# struggle



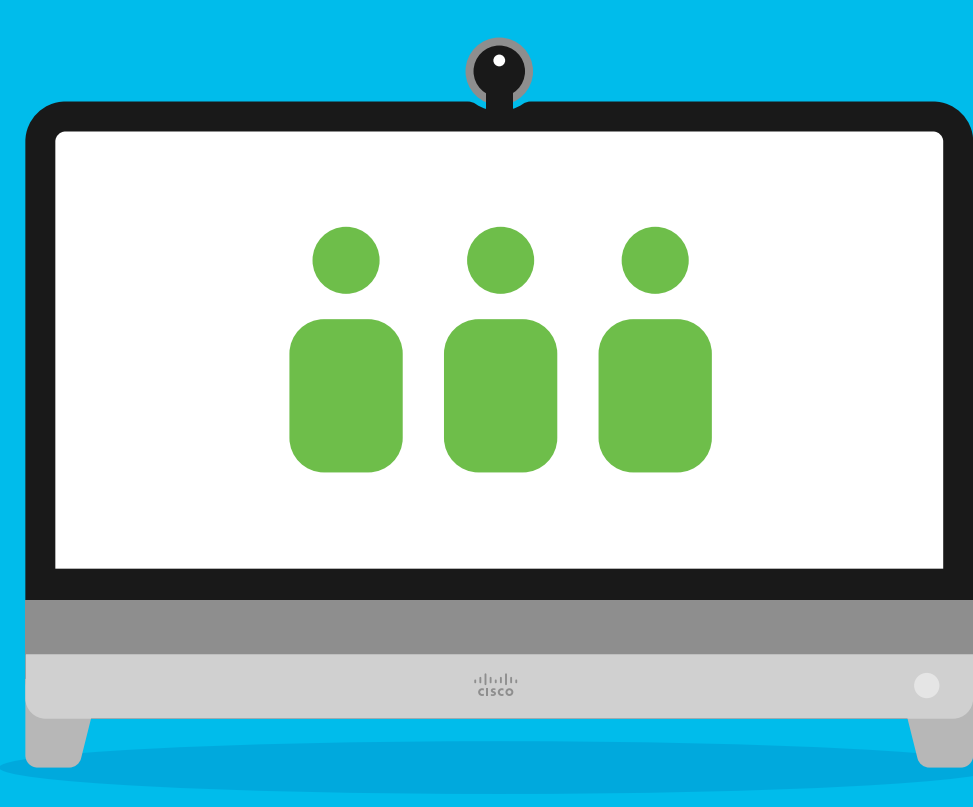
Customer service advisors had to deal with different systems, resulting in long wait times and a high abandoned call rate.

## After installing the Cisco Unified Contact Center Express Solution



Call abandonment rates fell from  
**25% to 10%**

Net Promoter Score increased from  
**48% to 80%**

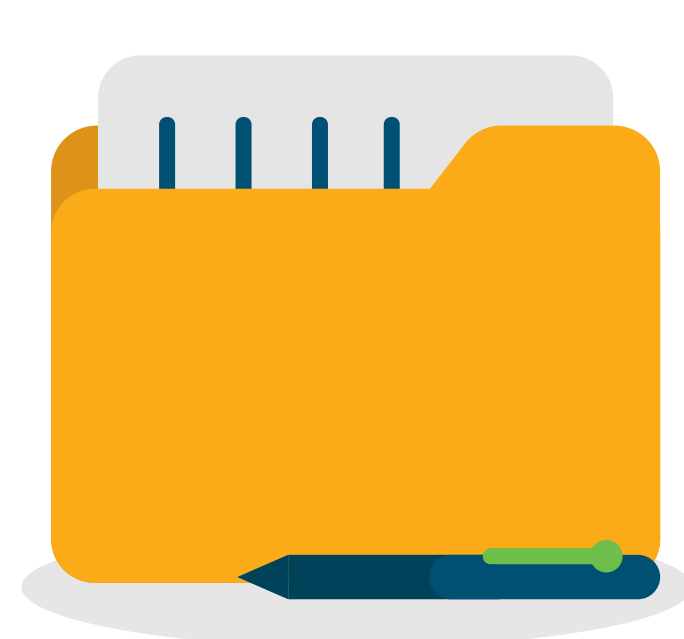


A saving of  
**£25,000**  
a year at one location alone

## Contact Center advisors can now:



Engage in  
**live**  
chat sessions



Have  
**more**  
time for performance management and development

## Down with downtime



When a fire across the road prevented advisors from accessing Head Office, calls were simply re-routed to another office until everything was up and running again.

## Customers faced no disruption at all



With emergency contact center licenses, Radius Payment Solutions are ready to help customers, whenever, whatever.

Cisco collaboration provides industry-leading corporate telephony and customer care solutions. With the latest technology, ensure your business and customers stay connected at all times and ahead of the competition.

See how Cisco can help your small-to-medium-sized business today.

[Learn more](#)