



### Business

### Challenges

#### Are you catering to CX across all your channels?

**74%** leaders in the manufacturing and distribution sector feel that they are unable to provide a seamless customer experience across various channels.

#### Are your business partners demanding the same experience as your customers?

In a survey across **1,000 B2B** decision makers, swift and consistent interactions with their suppliers turned out to be the number one pain point, mentioned **twice** as often as price.

#### Do you maintain transparency across your supply chain for your customers as well as partners?

Customers are willing to pay **2% to 10%** more for products from companies which showcase greater supply chain transparency, according to a research by MIT Sloan School of Management.

### JindalX

### Solutions

## JindalX Advantage

We have extensive experience in taking care of our partners through:-

#### Omni-channel Support – Chat | Email | Voice | Social Media

- Absolute accuracy & optimum CX with up to 4 concurrent chats
- Fastest response time and 24x7 support
- Propensity engines for intelligent solutions and 90% First-Contact-Resolution (FCR)
- Proactive social media interactions and end-to-end resolution to grievances

## **We give what your Business Needs**

- Personalized and human-centric customer service
- Gamification based process training led by technology
- BI led 'JX Techpack' to give real-time 360° view of operations

To get a free demo of our real-time 360° view dashboard, book an appointment or mail us at [sales@jindalx.com](mailto:sales@jindalx.com).

---

## **About JindalX**

*JindalX is a leader in helping businesses drive their Customer Xperience by ensuring that we look at the processes in completely different ways. Our transformation levers are more focused towards making interactions faster, easier and effective. We at JindalX are equipped with the latest technologies in the business process management space ranging from Digital Tools, Software Development to cutting edge BI-led analytics. Our strongest pillar is the culture of innovation and Xcellence which is driven through our values and vision.*

---