



# Problem: Poor Customer Engagement In An Increasingly Digital Market

Estimated Waiting Time:

Ethan Parker  
30 minutes

Ava Thompson  
7 mins 12 seconds

## Are Your Customers Frustrated with Long Wait Times?

In telecom, **customer experience** can make or break relationships. If customers are dealing with long wait times and clunky service processes, frustration builds, loyalty drops, and your support team is overwhelmed.

**The Problem:** Frustrated Customers, Clunky Processes



When customers can't solve basic issues without waiting on hold, they become increasingly dissatisfied. Your support team, already overloaded, struggles to prioritise high-value calls, resulting in a cycle of poor service and frustration.

**The Solution:** Build a Customer Facing Portal



At **assimil8**, we design **Customer Facing Portals** that empower customers to manage their accounts and resolve common issues themselves. By offering a self-service option, you'll reduce call volumes and improve customer satisfaction across the board.

## How We Can Help

### Performance Tracking

Auto-approve progress

Employee	Progress										
Oliver	<b>About Oliver</b> Sales Assistant										
Amelia											
James											
Grace											
	<table border="1"> <thead> <tr> <th>Task</th> <th>Progress</th> </tr> </thead> <tbody> <tr> <td>Promotional Offers</td> <td><div style="width: 50%;"></div></td> </tr> <tr> <td>Handling Complaints</td> <td><div style="width: 75%;"></div></td> </tr> <tr> <td>Email Management</td> <td><div style="width: 30%;"></div></td> </tr> <tr> <td>Assisting Customers</td> <td><div style="width: 60%;"></div></td> </tr> </tbody> </table>	Task	Progress	Promotional Offers	<div style="width: 50%;"></div>	Handling Complaints	<div style="width: 75%;"></div>	Email Management	<div style="width: 30%;"></div>	Assisting Customers	<div style="width: 60%;"></div>
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✓ **Custom Self-Service Portal:** We'll build a **user-friendly portal** where customers can easily manage their accounts, check their bills, and solve routine issues—everything from billing queries to account updates—without the need for support.

✓ **Reduced Workload for Support Teams:** By automating the most common customer queries, your support team will have **more bandwidth** to handle **high-priority calls**, improving both service quality and employee efficiency.

✓ **Improved Customer Satisfaction:** Our solution ensures customers can resolve their issues **when it's convenient for them**, reducing frustration and improving overall satisfaction with your service.

## Immediate Benefits



- 01 Improved Customer Experience** - Customers can manage their own needs at their convenience without long wait times.
- 02 Reduced Call Volumes** - By shifting routine queries to a self-service portal, you'll free up your support team to focus on higher-value interactions.
- 03 More Efficient Support Teams** - With fewer incoming calls, your support team can dedicate their time to resolving more complex or critical issues.

## Let's Chat About Improving Your Customer Engagement

If you're ready to reduce customer frustration and make your support team more efficient, contact us today to learn how our Customer Facing Portal can transform your customer experience.