**10 ways In-gage can help**

*This is intended to be an infographic with a clean theme and easy to read stats.*

**In-gage is a Salesforce app, which helps to measure and improve customer loyalty & advocacy by changing the behaviours of frontline staff.**

1. **Improve your Customer Retention**

Utilise our customer feedback tool to understand how you can make customers more loyal to the brand. Most clients see a **20% increase** in customer loyalty.

1. **Increased NPS scores and Sales as a result**

Create customer advocates with an improved experience and generate increased word of mouth sales. On average, clients see a **5% increase** in Word of Mouth sales.

1. **Turn your ‘cost centre’ into a ‘Profit Centre’ with our ROI tools**

Utilise our ROI dashboard to measure the financial returns of your customer service and Salesforce investments.

1. **Use our Quality tool to understand the consistency of service you provide and replicate your top performing employees**

Fully customisable quality forms and reporting enable quicker turnaround and reaction times.

1. **Increase productivity by reducing customer and employee effort**

Track First case resolution to understand individual performance and opportunities for training/process improvements -

1. **Effectively coach employees in seconds with real time, individual performance reporting**

Give time back to your managers with intelligent, auto-calculated reports on individual performance – **Create individualised coaching forms in 30 seconds!**

1. **Understand and engage your employees to improve management skills and increase staff tenure**

High employee engagement is proven to increase customer satisfaction and increased profits

1. **Utilise Artificial Intelligence to understand the emotion and sentiment of your customer**

Gain an advantage on your competition by understanding customer health in more detail after every interaction

1. **Dynamically route your customer cases with our AI text analytics**

Reduce the friction of case assignment and ensure customers are handled by the most appropriate team. This automation also increases employee productivity.

1. **Achieve ROI of the In-gage app in 3 months**

Our 3-month guarantee ensures customers will see financial benefit from the In-gage app in 3 months or less!