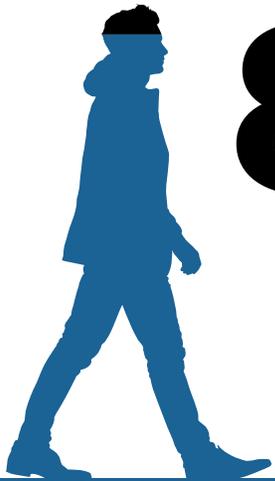




The True Cost of Losing A Customer

It's no secret that losing a customer impacts cash flow, time, and resources. Xima has purpose-built your success tools to support a better customer retention.



89%

of consumers began purchasing from a competitor following a negative experience*



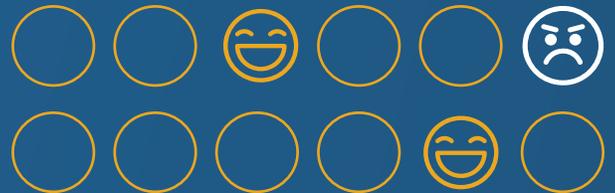
78% of Consumers Say

They've backed out of a purchase because of poor customer service**

Make A Positive Impact

It takes 12 positive interactions to make up for a single bad one.***

12 to 1



Of Customers Desire Consistency****

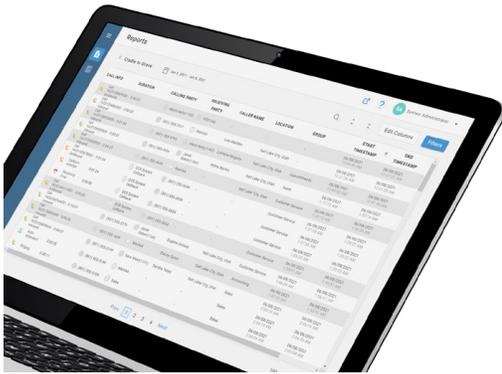
No one likes to explain themselves 10 times. A consistent experience tells the customer you care about their issues or on top of their request.

Xima offers you a way to provide a positive, consistent experience with our detailed reporting and real-time supervisor views of your team's interactions. Agents are equipped with all the data they need to quickly resolve a customer's problem.

It's Never Too Late

This isn't to say that you can't turn a bad experience around. In fact, good customer service can turn a negative experience into a positive one - but bad customer service on top of another experience will only drive customers away further.

We empower your manager and contact center agents with the tools to turn that customer experience around.



Cradle to Grave Reporting

Xima CCaaS empowers your organization to monitor customer interactions, giving you actionable insights to make solid business decisions.



Xima CCaaS Free Trial

Try it in your environment at no cost! Over 90% of trial users loved it so much they stayed. Get real-time data so you can make strategic business decisions, confidently.

[Request A Trial Today!](#)

*RightNow Technologies
**American Express
***Consumer Affairs
****Salesforce

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