


COLLABORATE 2024

 First Advantage



ignite!

Click. Chat. Call.
How's it Working for You?

Next-Gen Award Winning Support



Click. Chat. Call.



CLICK

24/7 support at your fingertips with access to order status, informative articles, and Customer Care support cases



CHAT

Comprehensive, real-time chat will be the easiest way to connect with a live agent across the globe



CALL

For top tier clients, speak to an agent. The caller experience has been significantly enhanced with a next-gen telephony solution

Click. Chat. Call.



CLICK

62,000
Monthly Visits

56%
Self Service Rate



CHAT

0m 36s
Time to Answer
Fastest and Easiest

42%
Chat Utilization
(Up from 0%)



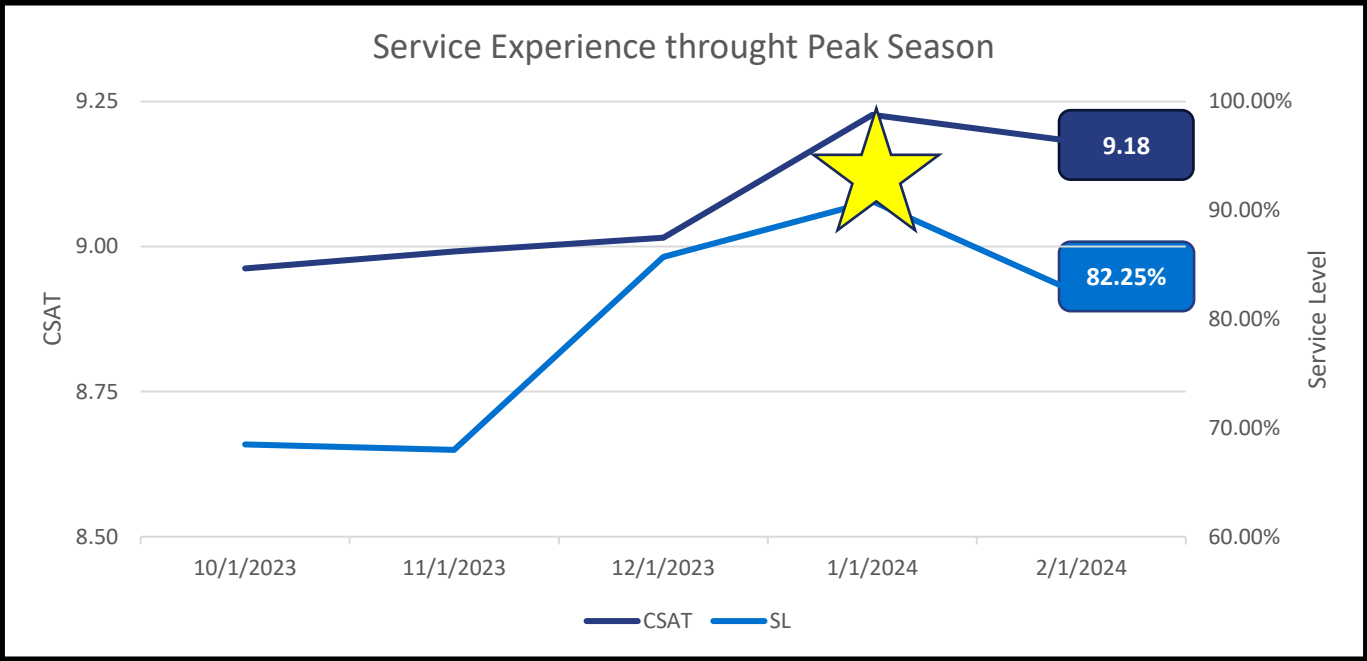
CALL

4m 19s
Time to Answer

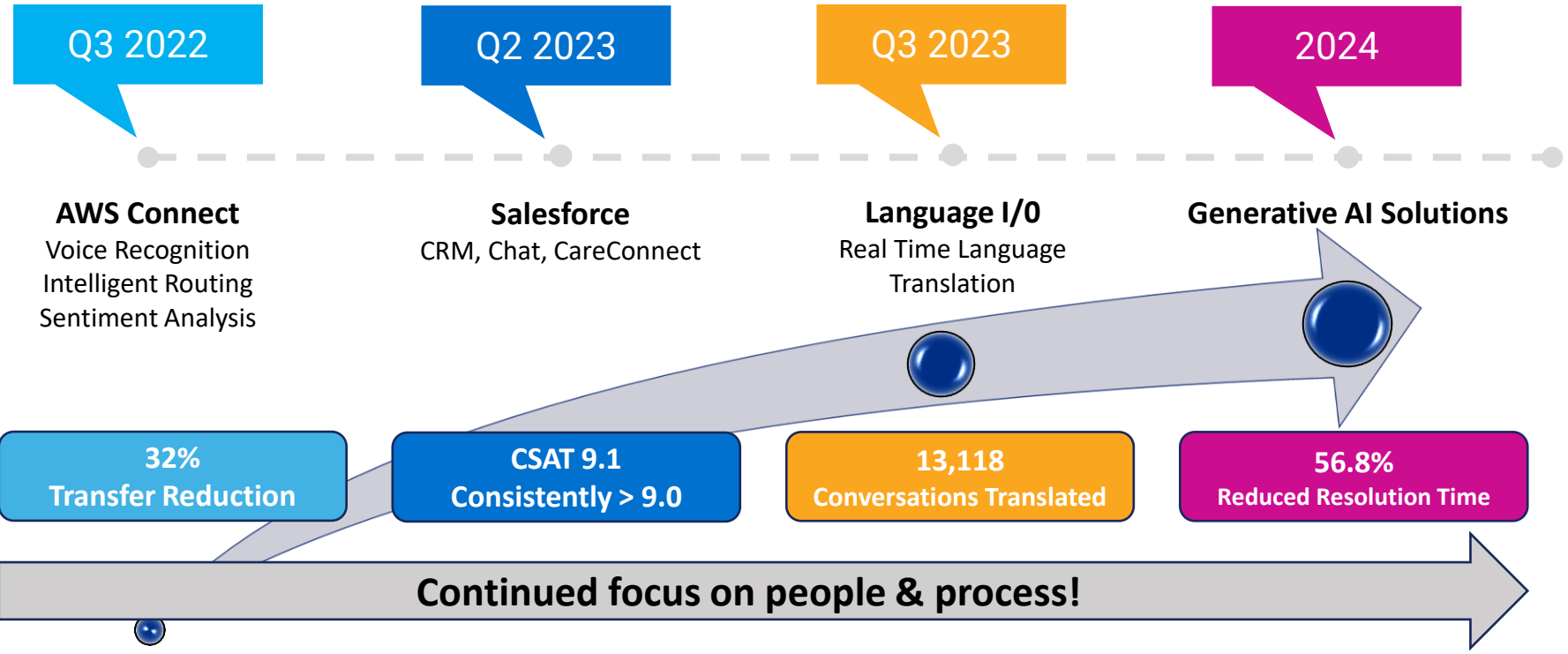
34%
Call Utilization
(Down from 49%)



CSAT > 9.0



Taking the Journey Together – Thank You!





Audience Participation Event = COLLABORATION



**Help us Focus on your
priorities**



Customer Experience



Candidate Experience



Next 10 minutes

Ranking on whiteboards
Vote for your favorites



Client Experience



CHAT



9.3
CSAT Q4 Peak

48% (+32%)
Chat Utilization
Increase Q3 '23 to Q1 '24

95%
Service Level
Consistent Experience

0m 21s
Time to Answer
Fastest Live Response



Your #1 Priority

Your #2 Priority

Your #3 Priority



Candidate Experience



CHAT



63%
Chat Utilization

0m 27s
Time to Answer

9.24
CSAT Q4 Peak

89.47%
Service Level



Your #1 Priority

Your #2 Priority

Your #3 Priority



THANK


YOU!

Q&A



ignite!

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 **First Advantage**