



Everest Testimonial

Secure and Reliable
Omnichannel Platform

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Following a data breach and numerous days of downtime with their previous provider, Everest Home Improvement embarked on a search for new Customer Engagement software to provide a secure and efficient communication platform. As one of the UK's largest double glazing and home improvement companies, Everest relies on its customer engagement strategy to generate sales and retain strong customer relationships. Connex One was selected as the vendor of choice for its advanced reporting suite, user friendly design and versatility to leverage technology to create and manage bespoke data rules and omnichannel campaigns. Another key requirement for Everest was the ability to align agents with company KPIs with through intuitive Wallboards, which have been configured throughout their teams.



“ Since migrating to Connex One we have seen our Contact Rate in outbound improve from 19% to on average 26%. This has enabled more contacts, which in turn has seen an increase in appointments and sales revenue. ”

Harry Laud

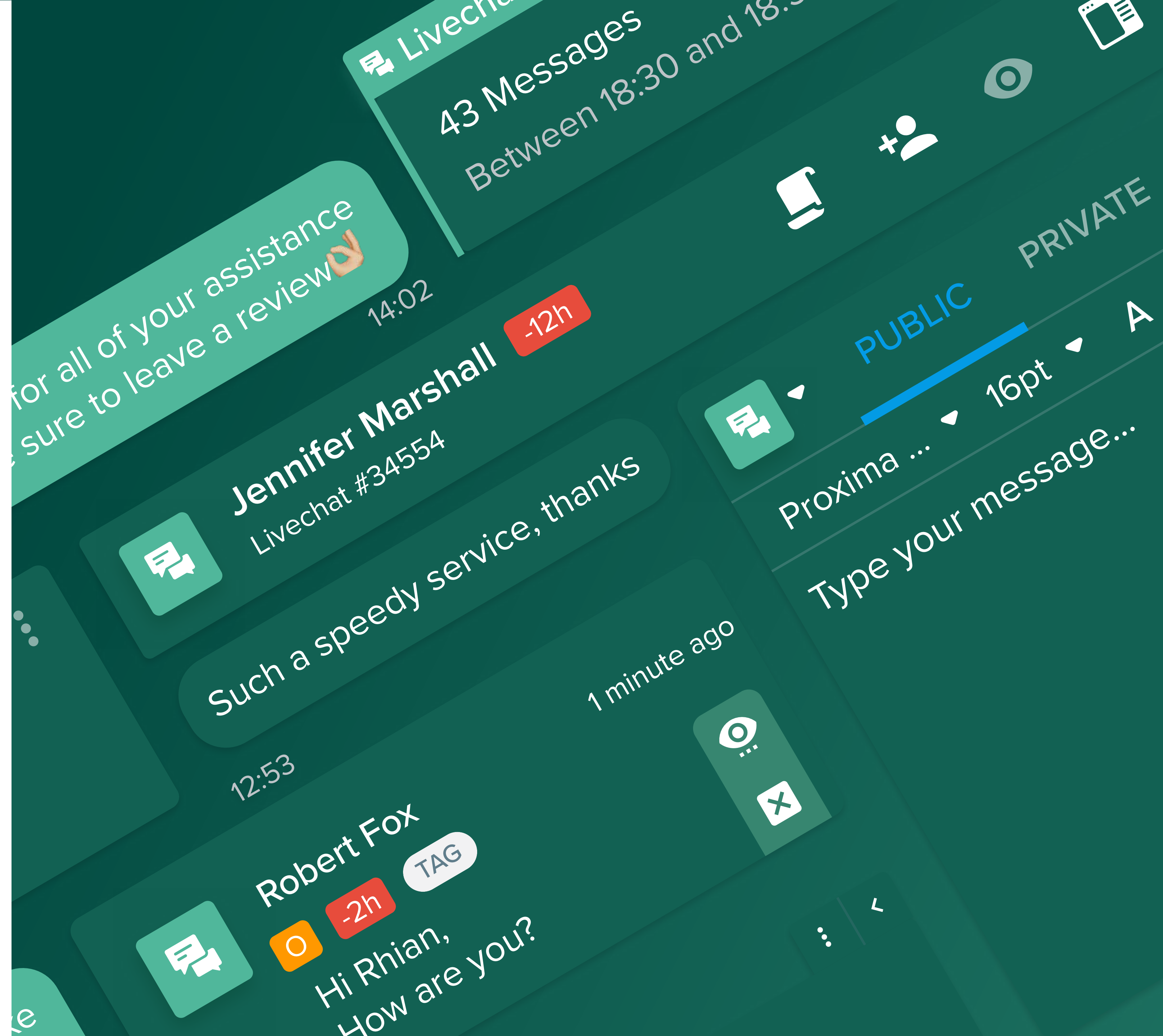
Outbound & Lead Management Operations
Manager



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Following the implementation of Connex One, Everest commended Connex One for their speed of resolutions and “extremely knowledgeable” internal customer support team who take a proactive approach to creating solutions. Everest have continued to grow their customer engagement strategy, making use of the full suite of Connex One’s Omnichannel functionality with everything from Dialler to Live Chat. Whatsmore, with and 0 minutes of downtime in four years, our technology partnership continues to grow from strength to strength.





To learn more about how Connex One
is helping businesses to
overhaul their customer journeys

visit: www.connexone.co.uk,
get in touch with our team at hello@connexone.co.uk
or request a free demo of our platform [here](#).

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