

TRANSFORM YOUR CONTACT CENTER FROM COST CENTER TO GROWTH ENGINE

2-7%

Higher Revenue Growth
(McKinsey)

49%

Faster Profit Growth
(Forrester)

30-40%

Cost Reduction via CX Tech
(McKinsey)

THE CHALLENGE:

85% of executives say Customer Support will be the key brand differentiator, yet most still treat their contact center as a cost center; missing massive revenue and retention opportunities.

THE WOW24-7® EXPERIENCE CENTER MODEL:

- ◆ **15% Perpetual Cost Reduction Guarantee***, quarter over quarter; backed by performance metrics
 - ◆ **Revenue-Driven Customer Support/CX Operations:** Teams trained on upsell, cross-sell, and churn interception
 - ◆ **24/7/365 Global Coverage:** Scalable from seasonal peaks to enterprise volume
- ◆ **AI-Powered Operations:** Gartner Quadrant Leader Predictive analytics, intelligent routing, proactive support, 100% QA, 100% VOC Analytics, RTIG, Co-pilots, Autopilots, WFM.
 - ◆ **Six Sigma Black Belt Certified Management** (3.4 Defects per Million Opportunities (DPMO) vs. industry's 6,210 DPMO)

SIX SIGMA: WHAT THIS ACTUALLY MEANS

Why Six Sigma Black Belt Certified Management is Really Important

DPMO = Defects Per Million Opportunities (mistakes per million customer interactions)

LEVEL	DPMO	ACCURACY	WHAT IT MEANS
Six Sigma (WOW24-7)	3.4	99.99966%	Near perfect
Four Sigma (Industry)	6,210	99.38%	Poor quality that your customers will feel

The math that makes jaws drop:

For every 1 million customer interactions:
Industry average: 6,210 errors
WOW24-7: 3-4 errors

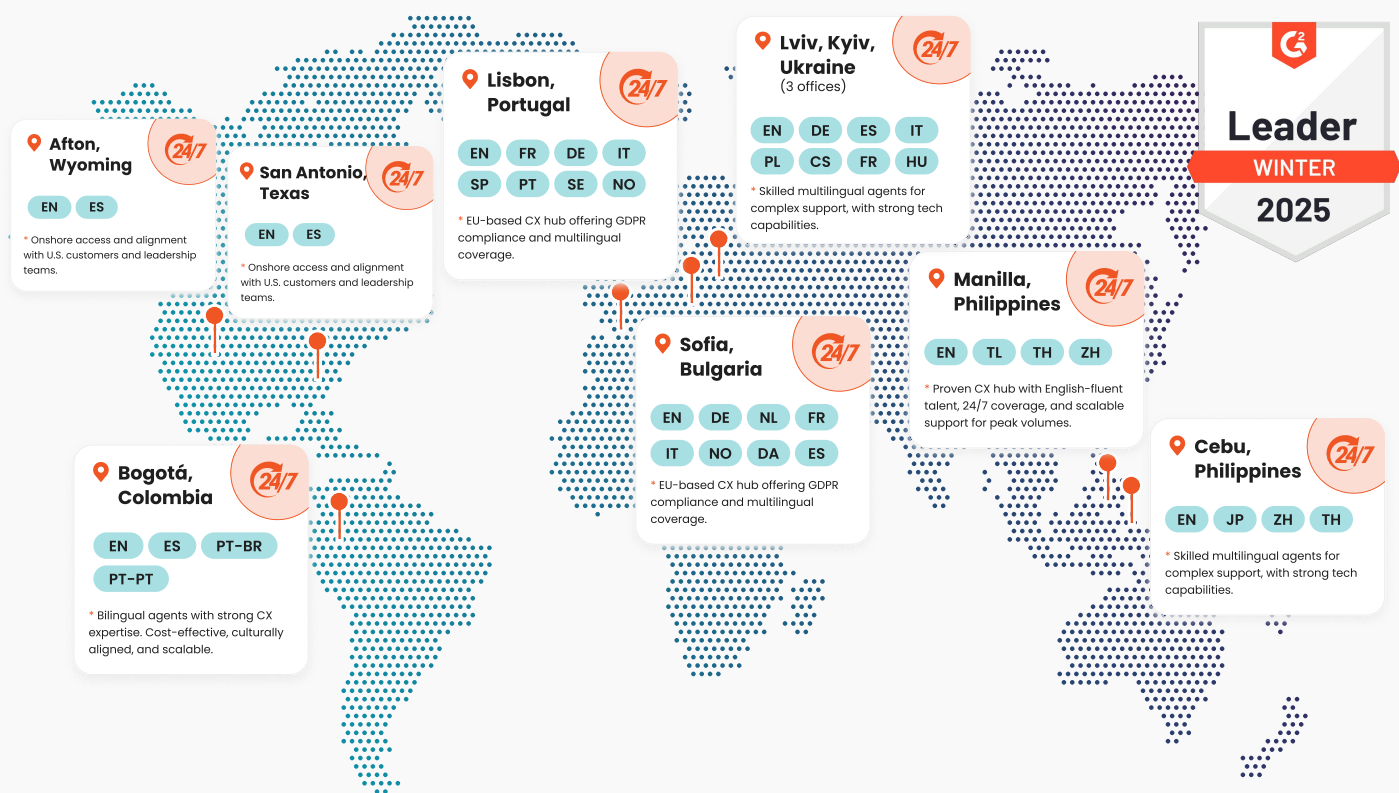
That's 1,826x fewer defects.

* Terms and conditions apply.

WHY COMPANIES CHOOSE WOW24-7:

G2 Grid Leader	Only Six Sigma Black Belt certified management in the industry
1.6x Higher Customer Lifetime Value	For companies with mature Customer Support functions (McKinsey)
20% Higher CLTV	When attributing revenue to contact center interactions

GLOBAL PRESENCE



READY TO TURN CUSTOMER SUPPORT INTO
YOUR GROWTH ENGINE?

Schedule a discovery call today



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