



# 5 WAYS THE IOT IS TRANSFORMING CUSTOMER EXPERIENCE

VOIP NETWORKS

## 24/7 INTELLIGENT CUSTOMER REACH



The IoT offers the potential for 24/7 customer engagement, where new technologies keep you constantly connected with your customers through tailored text alerts, incentives, and invitations.

## IMPROVED SAFETY

Industries like transportation and manufacturing are able to use the IoT for monitoring and predicting needs for maintenance, thus reducing the risk of system outages which would inevitably impact the customer experience.



## PERSONALIZED SERVICE

Not only are customers more reachable, but notifications can be personalized based on stored detailed data about how your customers use your products or services.

## HELPFUL REMINDERS

Businesses can use the IoT to clear things up for customers by providing helpful reminders to restock a product or perform a necessary maintenance.



## BETTER PRODUCTS

The IoT can help you gain immediate understanding about how your customers are interacting with your products. This helps companies improve things proactively and build insights for upgrades in the future.

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