



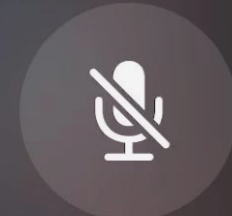
Es passiert viel zu oft!

09:41



Kronos Insurance

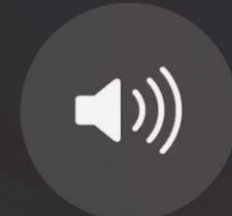
calling Work...



mute



keypad



speaker



add call



FaceTime



contacts





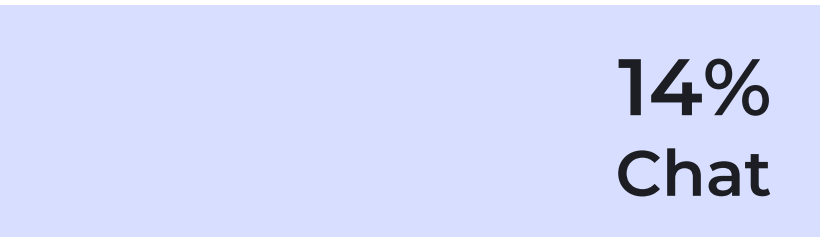
Auch schon mal erlebt?



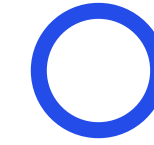
76%
Phone



20%
E-Mail



14%
Chat





sammi
@samanthabear

Follow

why are they called HOTlines? literally nothing hot about them

4:25 PM - 26 Jan 2020

24 Likes

3 24

Se
sta
for
for
ba
SERVISE?

#whatTheFudge
#callcenternightmare

10:38 AM - 03 May 2020

1 Retweets 3 Likes

1 3



none of my business
@kermitea

Follow

I CANNOT FATHOM THE RAGE THAT SOME CALL CENTERS BRING! I DONT HAVE ALL DAY, PEOPLE!!

#thatsTheTEA

5:34 PM - 08 Apr 2020

13 Likes

3 13



MONÉT XCHANGE 4EVA || BLM
@monetXChange4e

Following

pres
pres
pres

#cal

5:34 PM

6 Retwe

12



ben the man
@bentastic

Following

why are IVRs still a thing?

5:34 PM - 09 May 2020

5 Retweets 56 Likes

2 5 56



Alexa, sort out 2020!
@viviennemaypark

call centres are the opposite of li

5:34 PM - 01 Feb 2020

3 Retweets 17 Likes

2 3 17



mirandaapprecialy
@mirandaapprecly

Follow

why do we have to deal with the same shit our forefathers had to deal with? deadly pandemic, racism, call centres..

11:14 AM - 09 Apr 2020

2 Retweets 37 Likes

37



Cece
@cececececece

Following

has anyone really EVER been helped by a call center? talk about anger issues!

#ceceOut
#cantEven

5:34 PM - 02 Jun 2020

1 Retweets 56 Likes

7 1 56



abigailia
@thatsWHatISaiD

Following

i think it is still may of 2020.. can anyone confirm? been stuck in this hotline for what feels 2 months now

4:25 PM - 24 May 2020

5 Retweets 68 Likes

13 5 68

neWasted

AM - 25 Feb 2020

veets 7 Likes

Following

TERS??



Beach
@beach

even with convince me this a had to er

#callCen

10:38 AM - 17 Ap

4 Retweets 24 L

5 4 24

Hallo und willkommen bei der Kronos-Versicherung. Mein Name ist Timo Beil. Kann ich bitte Ihre Kundennummer haben?

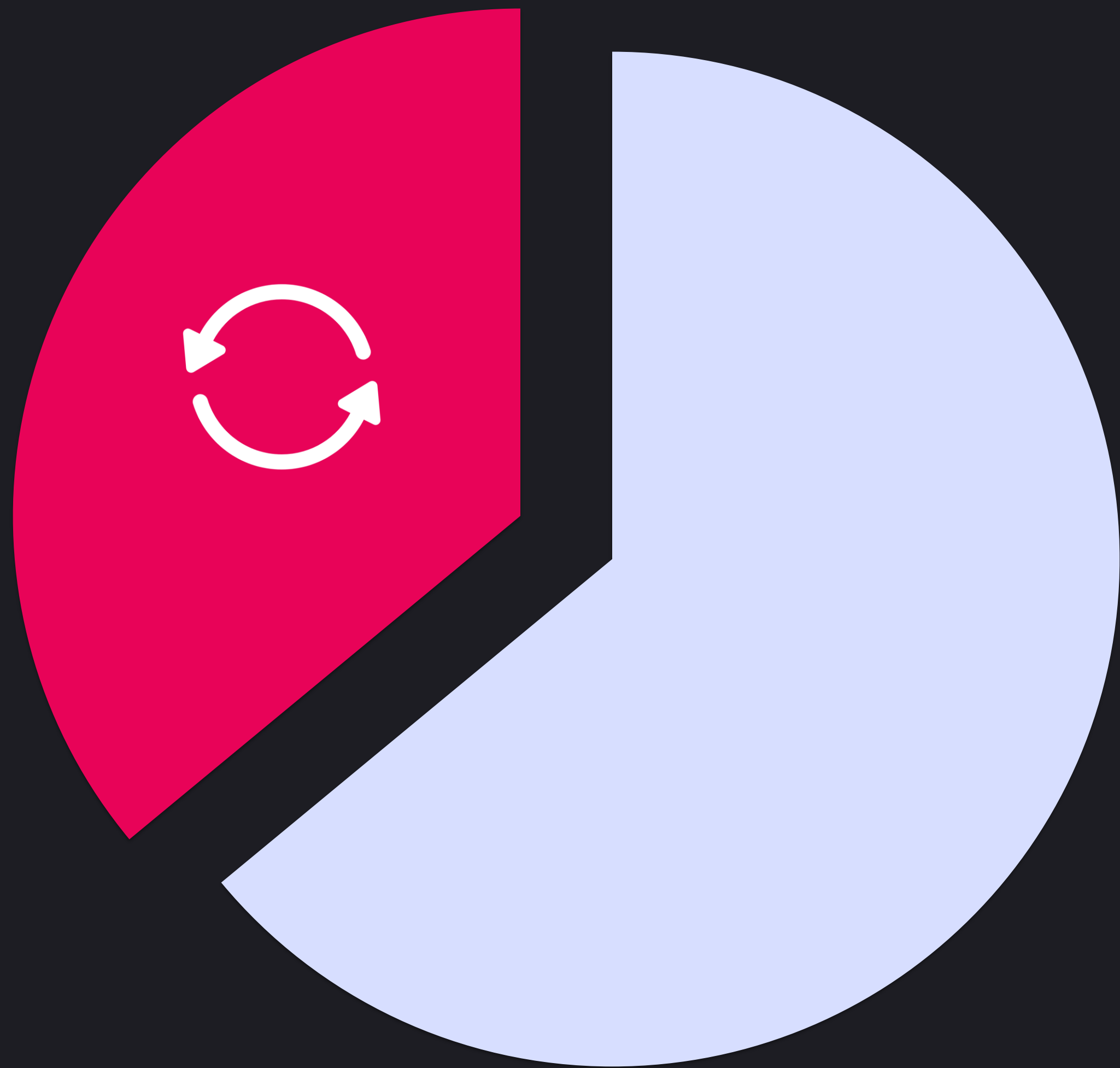
Klar, B Q 8 1 5 3 6 2 6.

... 2 6. Danke. Und wann ist ihr Geburtstag?

31. August 1992.

Ok. Wie kann ich Ihnen helfen?...





90.0000.0000

Jeden Tag.

90 Millionen Minuten.


170 Jahre!





Wir revolutionieren
die Art und Weise,
wie Unternehmen
mit ihren Kunden
kommunizieren.





**Automated
Speech
Recognition**

**Natural
Language
Understanding**



ERGO



AdmiralDirekt



HSE



DER SPIEGEL



>3 Mio.
CALLS PER YEAR

up to 400
PARALLEL CALLS

>70 %
CONVERSION RATE

~10 %
CROSS-SELL RATE

<5 %
HANDOVER RATE

+ 5,2%
Ø CART VALUE



**Average
Handling Time**



**First Contact
Resolution Rate**



**Glücklichere
Kunden**



**Glücklichere
Agenten**



ROI

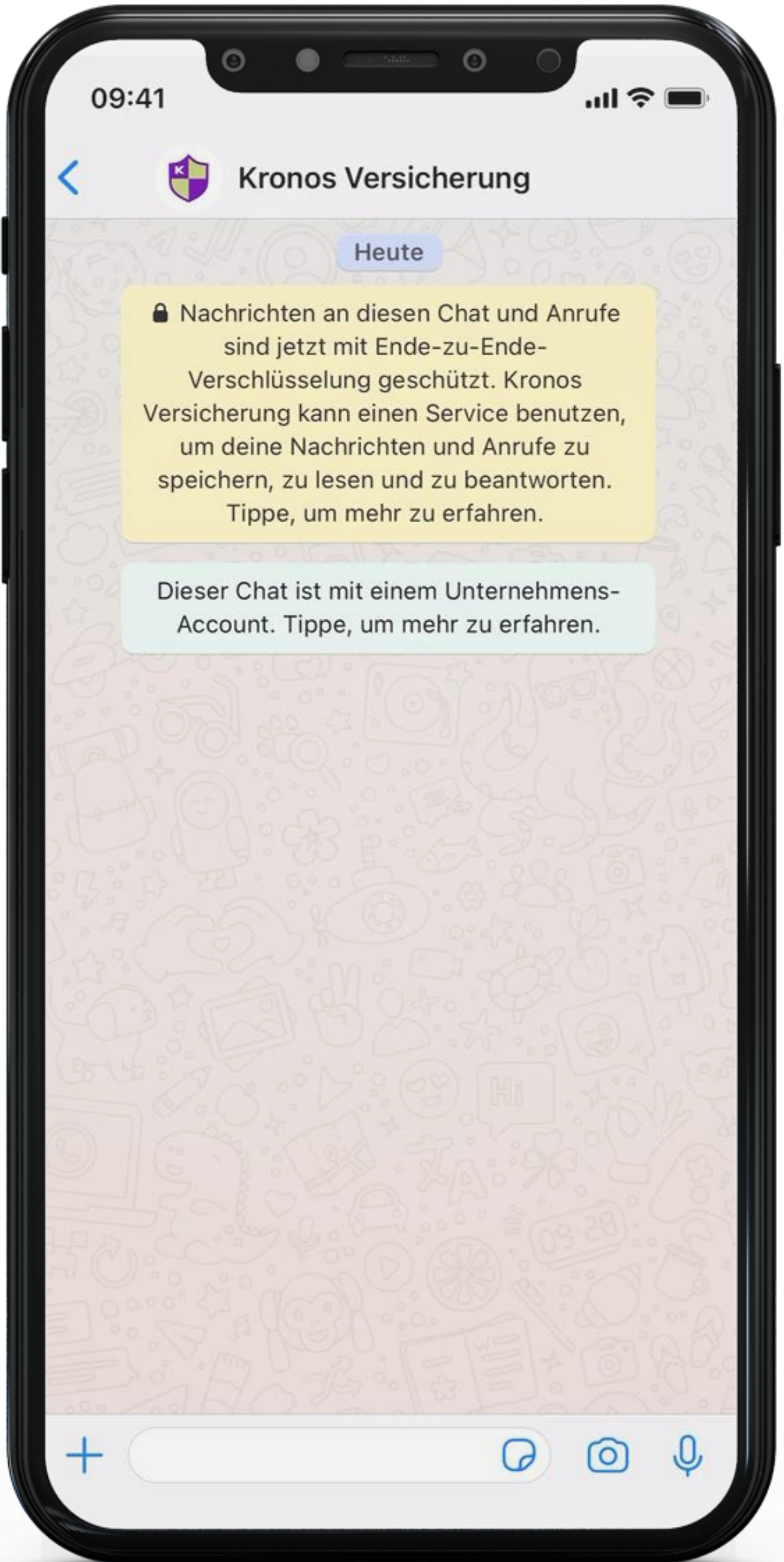


2.000.000 Calls x 45 Sekunden

1.000.000.000€









**Mit Parloa kann jedes
Unternehmen auf der Welt diese
Kundenerlebnisse schaffen.**



Warum nicht direkt anfangen? 🤔

**Talk
to us.**

Malte Kosub
Co-Founder & CEO



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