



# Leading the Way in Customer Satisfaction

Our Commitment to Continuous Development

## STATS THAT DRIVE OUR APPROACH

83%

Of customers expect their issues to be solved on their first call

48%

Of customers switch brands for better customer service.

20%

High employee engagement increases profitability by 20%

## ELEVATING SERVICE WITH CUTTING-EDGE SOLUTIONS

1

### Maximizing Efficiency in Customer Resolution

We enhance first-call resolutions by empowering our agents with comprehensive problem-solving skills. This approach has led to a **40% reduction in average call handling time**, significantly boosting efficiency.

2

### Building Trust through Exceptional Service

Our training programs enable agents to proactively address customer concerns, leading to marked increases in satisfaction and a notable decrease in repeat calls. These strategies have contributed to a **35% increase in customer retention rates**.

3

### Empowering Teams for Business Success

By embracing The Valor Way®, we prioritize employee well-being, which has translated into a **60% improvement in team productivity** and a **45% decrease in staff turnover**.

# Shaping the Future of Customer Service

①

## People-Led, Technology-Enabled

We leverage human expertise with advanced technology to offer a differentiated customer experience that is both people-led and technology-enabled.

②

## Data-Driven Decisions

We employ data analytics not just to understand customer behaviors, preferences, and pain points, but also to proactively address these areas.

③

## Comprehensive Training

Our team consists of dedicated, high-performing agents who undergo rigorous training and continuous education.

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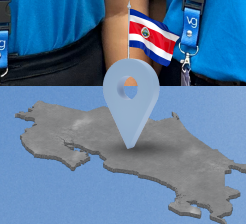
## Employee Development

Employees ("dreamers") and Experience Managers collaborate on action plans, supported by regular coaching and progress checks.

## Choose Valor for Exceptional Customer Experiences

Our commitment to empowering teams, maximizing efficiency, and leveraging technology shapes a future where every customer interaction is an opportunity for your company to shine.

**Contact us today  
to experience  
Valor Global.**



Our People, Help People®