

**90%** of CX managers surveyed said they felt that GigCX had met or exceeded their expectations and were likely or very likely to invest more budget in GigCX in the next three years (up from 60% last year)

2021 Gig Customer Service Report - ©2021 Limitless and Execs in the Know

**What if... you could tap into a vast pool of people who care about your customers and want to help... who are qualified, knowledgeable, and enthusiastic about your company?**

**What if... you paid them per resolved case?**

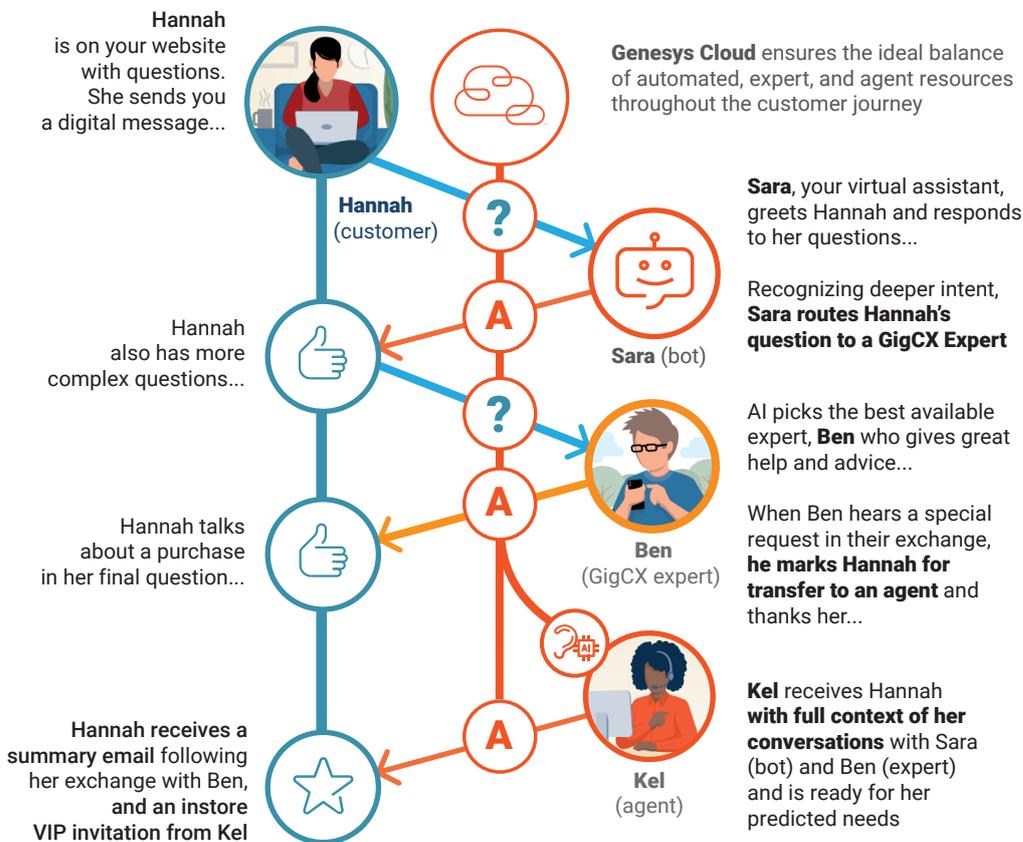
**What if... you could start to use those resources in combination with your teams as soon as next week?**

## The way people work is changing, a generational shift in the labor pool and workplace culture is underway



## GIGCX WITH LIMITLESS AND GENESYS

Add the power of the gig economy to Genesys Cloud with a combined solution



Limitless GigCX is a new approach to customer experience, harnessing the expertise of product experts who are available anywhere in the world, any time of day without delay for a lower cost to serve.

### Engaged Expert Community

- Highly engaged groups of expert users with strong product and technical know-how
- Recruit from customers who are brand advocates
- Local talent in any language, any country

### Improved Customer Experience

- Better routing from high-quality data on experts and cases
- Faster response times, combined with more personalized and empathetic support
- 100% peer quality reviews and reporting
- Improve C-Sat and NPS by more than 20%

### Greater Resource Flexibility

- Flex 10X intraday or intraweek
- Ramp up new groups of experts fast (speed to competence typically less than 5 days)

### Reduced Support Costs

- Pay per successfully resolved case
- Variable pricing linked to volume demand
- Reduce support costs by 40-50%

## Augment your human teams...

### Primary Agents

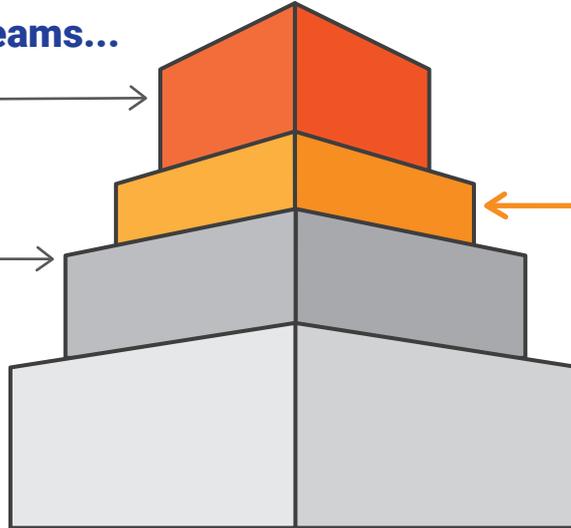
Hired, trained, experts, teams, empathetic, convincing, comforting (human interactions)

### Outsourced Agents

Transactional, based on demographics, language, skills (any interaction)

### Automated Agents

Repetitive tasks, FAQs, status updates, micro events, intent recognition (any interaction)



## ...with GigCX experts

**Expert Secondary Agents** who are verified, knowledgeable, enthusiastic, flexible, and empathetic

**Asynchronous perfection:** Customers can respond whenever they want, and still build relationships with human interactions

### Limitless provides an end-to-end managed solution

Connect GigCX experts to your digital channels • Power intelligent routing with profiles, skills, assessments, and satisfaction • Monitor everything with rich tools

#### Compare GigCX

#### ...with work from home

**Skilled GigCX expert who loves your brand**

**Full or part-time customer service agent**

**Onboard new experts with less than a week to competency** (scale new resources in days)

**Train up to 6 months to build competency** (delays scaling resources)

**Unscheduled "on demand" model**

**Scheduled Shifts**

**Ultimate flexibility** (up to 10X flex intraday or intraweek)

**Low flexibility** (utilization with fixed schedules)

**Gig model** (paid when they elect to engage)

**Hourly rate commercial model** (paid for any and all activity)

**GigCX provides Experts, the GigCX platform, and a managed solution ensuring high quality CX**

**People-only** (including management and support functions)

**Any language, any region, any time**

**Languages limited to market presence**

### What are GigCX Experts?

Experts are passionate product experts and brand advocates

Experts are selected and invited to join the program by clients

Experts must qualify through the Limitless onboarding process

Experts sign up as freelancers and are paid via PayPal

Experts can connect with all digital channels whenever they engage

## GIGCX WITH LIMITLESS AND GENESYS

The Limitless award-winning GigCX platform connects customers with product experts who can help 24/7 anywhere in the world