



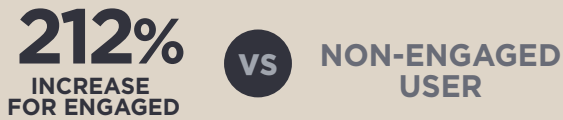
# Digital Engagement Benchmarks



When undergoing a redesign initiative, it's more important than ever to plan for solutions that drive revenue and exceed customer expectations. Here's what companies can expect from investing in digital engagement as part of their redesign strategy:

## GENERATE REVENUE:

### REVENUE PER VISIT:



### AVERAGE CONVERSION RATE:



### AVERAGE ORDER VALUE:



### SHOPPING CART UPLIFT:



## REDUCE COST:

### AVERAGE CHAT HANDLING TIME:



### CONCURRENT CHATS:

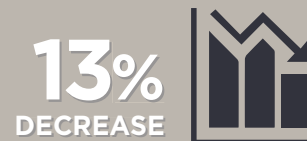


### SELF-SERVICE USAGE:

**50%**

INCREASE

### CALL VOLUME:



**90%**  
CUSTOMER SATISFACTION



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