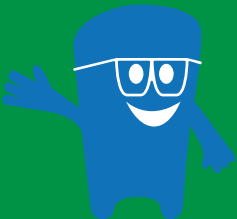
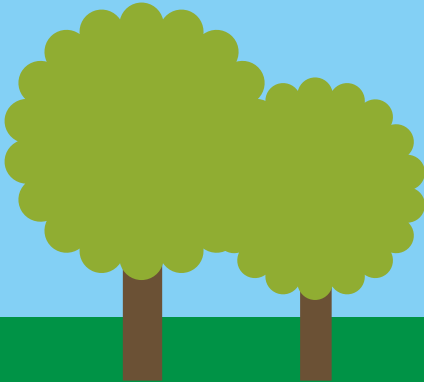


yomdel
engage. convert. grow.

**Deliver an exceptional customer experience
and drive significant business growth**



Your customers will only buy from you if they feel that you care...*



So how can you show that you care?

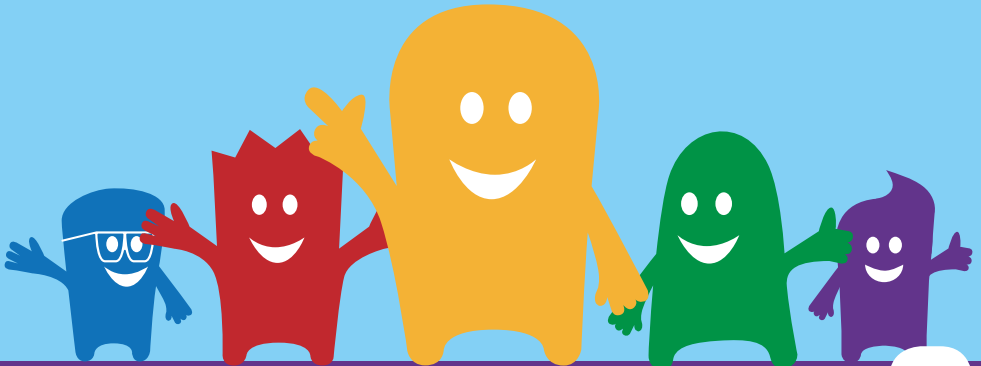
*79% of consumers want brands to demonstrate that they care before considering a purchase. Wunderman, 2017

What is Yomdel?

Yomdel is an award-winning business growth partner.

We help transform the experience businesses offer their customers and drive significant growth with:

- **24/7 intelligent, fully-managed live chat**
Be there for your customers, no matter the day or time
- **Mystery shopping**
See first-hand how your employees are interacting with your customers
- **Experiential market research**
Gain real insights from real customers to find out what makes them tick





Yomdel Live Chat

54% of your web visitors are online outside business hours.¹

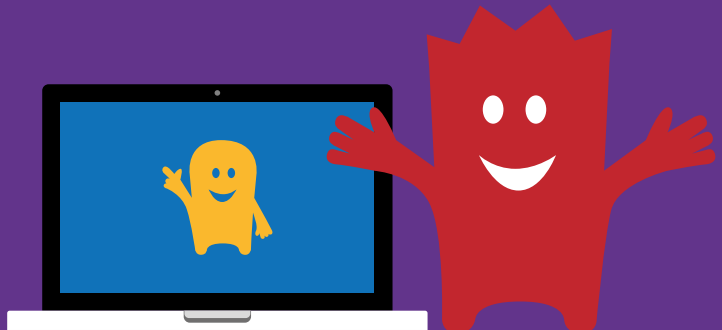
With our multiple-award-winning, fully-managed live chat service, you are open 24 hours a day, 365 days a year and will increase your online leads by an average of 52.3%² – even while you're asleep!

Our highly trained, human operators will make sure your business is always open to answer customer questions, nurture relationships, build trust and generate more sales than ever before.

“We always knew we may be missing leads when we were closed, but we hadn't fully appreciated the level and quality of the leads we'd let slip through our fingers. Yomdel captures significant volumes of enquiries for us. They are really professional and offer our customers a fantastic service that results in exceptional leads. Long may this continue!”

Mark Cooper | Partner | Coopers Residential

1. Based on the average number of chats handled by Yomdel outside standard business hours.
2. Average across all Yomdel clients.





Yomdel Mystery Shopping

Our market-leading mystery shopping service gives you a first-hand view of the interactions between your employees and your customers.

Using a combination of video and phone recordings, email assessments, and reporting, we'll provide incredible insights to help you realise the true experience that your business delivers to your customers, from a whole new vantage point.

We'll reveal what your people are doing well and highlight areas with room for improvement, so you can measure and continually improve standards across your organisation. The result is a customer experience that delights every time.

“The mystery shops give us a clear picture of how we are performing - not only in customer service and sales, but against our competitors. The feedback is invaluable in helping us identify where improvement is needed, giving us the edge against our competitors and equally telling us what we do well, enabling far more effective coaching and mentoring of our staff.”

Joanne Summerfield | Director of Sales | Dawsons





Yomdel Market Research

Like each business we work with, every research package we create is entirely unique.

We offer 360 fantastic qualitative and quantitative primary research solutions that will generate the insights you need to drive your business in the right direction.

Here is just a snapshot of the range of methods you can use to obtain insights that will give you a huge market advantage:

- National opinion polls / omnibus surveys
- Lost-lead surveys
- Face-to-face interviews
- In-store evaluations
- Digital recorded calls
- Written commentary reports
- Covert video recordings
- And many more!

“Lok’nStore Group have worked with Yomdel for more than nine years. The team has completed a number of projects with various objectives, including customer research through unconverted lead questionnaires. Not only is the Yomdel team very knowledgeable and very friendly, the results are always helpful and have guided the evolution of our business over the time we have worked with them.”

Tom Lampard | Group Acquisition & Integration Manager | Lok’nStore



Get in touch to find out more!

Visit: yomdel.com

Tel: 020 8088 0741

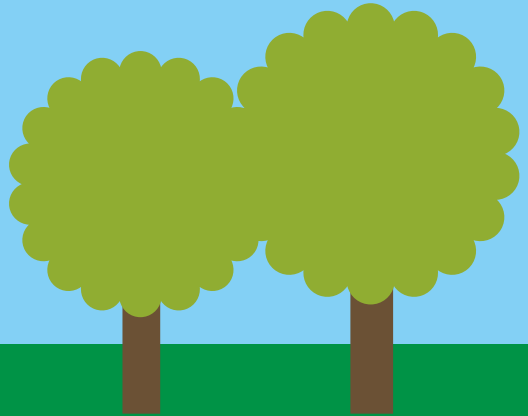
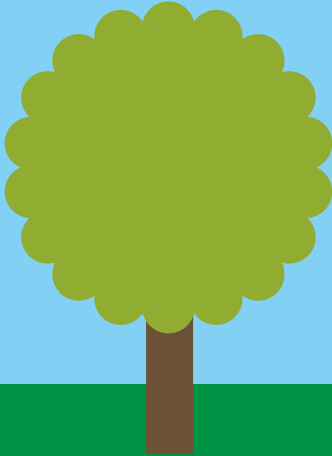
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