

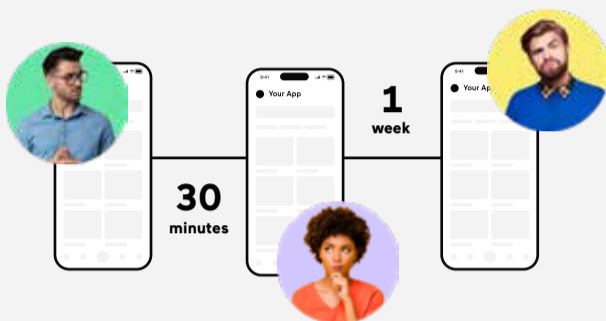
It's time to ditch the phone wall: Boosting call center efficiency with on demand virtual mobile devices

In-browser mobile emulators mimic mobile operating systems, allowing customer service teams to **replicate customer issues and test solutions directly in a web browser**, without the need for physical devices.

Switching to an in-browser mobile OS emulator can **quickly deliver return on investment**, and **radically change how your support teams succeed**.

Traditional

access to mobile experiences



On the wall

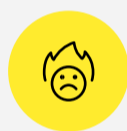
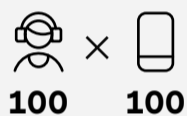
Switching phones between agents can take anywhere between 30 minutes to a week.



Spiraling costs

Maintenance costs for phones are high and go up exponentially as teams get bigger.

100 agents need access to 100 devices, multiplied by maintenance costs.



Burnout

Lack of autonomy and insufficient training and information are top reasons for support employee attrition.



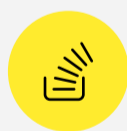
Hiring, training & onboarding are key cost drivers



Most support centers churn **50% of their staff every 3 months**



The estimated **cost of replacing a frontline employee** is about **20% of a full annual salary**.



Out-of-date documentation

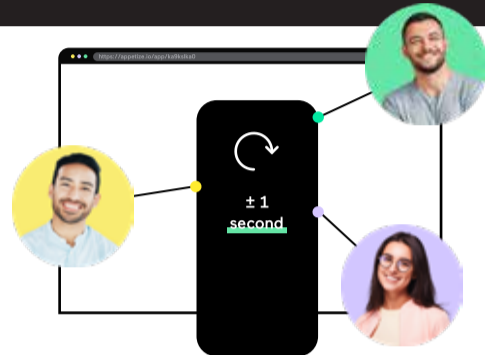
New releases take six weeks to move into documentation for support. CS can't succeed while they wait. **59% of agents lack the knowledge to provide better service.**



20,000 tickets/week means 120,000 tickets resolved with outdated information.

On-demand

access to mobile experiences



In the cloud

No waiting, with user availability in a single second or an efficient virtual queue.

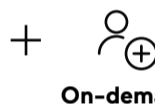


Stable costs

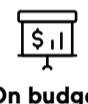
Low costs over time, with on-demand access pricing adjusted to your organization's needs and usage.



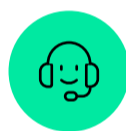
Low costs



On-demand



On budget



Breakthrough

Instant access to the latest mobile experience means agents have the tools they need to successfully resolve calls, lowering frustration and fostering success over time.



Enabling your agents with the resources they'll use to support customers in a live setting



Save hundreds of thousands on hiring



Keep turnover low and expertise in house.



Up-to-date functionality

Instant access the latest app updates enables agents solve problems and hit KPIs faster.



Agents can increase first call/contact mobile resolution rates by 60%.

Unlock mobile access for your teams

Appetize is the fastest and easiest way to access mobile apps in the workplace. The platform is versatile and user-friendly, making it a popular choice for a wide range of customer support scenarios and team needs. Build flexibly on top of Appetize, integrate your favorite solutions, and watch your teams reap the benefits.

[Book a demo with us](#)