

SELF-TEST SUPPORT SERVICES

We take care of **customer experience**
and let you focus on customer needs.



Self-tests are becoming a widespread mechanism for diagnosing a wide range of illnesses, and medical conditions like pregnancy, infertility, STI, HIV, diabetes, among others. These offer various advantages over conventional testing, including rapid, cost-effective, convenient, and faster results.

Self-Testing Market Size will be **USD 8.11 Billion by 2027.**

Source: Brand Essence

People proactively conduct home tests to diagnose any illness and regularly measure their health progress. But such self-testing often trigger various queries among the customers' mind:

- Test kit usage
- Instruction Interpretation
- Instructions Lost
- Content missing / damaged / identification
- Interpreting of results: positive / negative
- Feedback and Complaints

IGT's customer service offerings for self-testing manage such customer concerns and queries through multiple channels, including voice, e-mail and chat 24/7 and 365 days' basis. Backed by solid automation and analytics expertise, IGT helps clients unlock actual business value by improving operational efficiency and reducing cost by up to 30%.

Multi-lingual Chatbots to handle 45% of the volumes, thus improving agent's bandwidth.



Benefits



24/7 Client Support



Increased efficiency



Cost saving



Reduced overhead



Staffing flexibility



Control IT cost

IGT Solutions is a next-gen customer experience (CX) company, defining and delivering transformative experiences for the global and most innovative brands using digital technologies. With 20+ years of experience, IGT manages 80+ leading international brands, employs 15,000 travel professionals, has 22 state-of-the-art delivery centres, and has an operational presence in 5 continents.



mktg@igtsolutions.com



www.igtsolutions.com