



# Own the complete customer conversation from **A to Z**

Bring your teams together to deliver personalized customer experiences that increase your revenue, shorten your sales cycle, and strengthen your brand.



# What Customers **Expect from** HR & Legal Advisory Services

**HR RECRUITMENT**

**INTERIM & SELECTION**

**LEGAL SERVICES**

**B2B CONSULTING**

Client expectations have been increasing for years, but the call for change may reach a tipping point in 2021. From a greater focus on the “**client experience**” to an emphasis on value-based services and tailored pricing models, HR and Legal Advisory services are stepping up their game to boost client service.

Facing what will be a long-lasting shift, businesses’ CX teams will need to develop a more agile approach to a customer experience that ensures an **omnichannel service**.

Organisations must digitally transform to incorporate extreme customer experience **agility** into the fabric of their business to **drive success in the face of uncertainty**. [1]

**60%**

of job seekers says they have had a poor candidate experience. [2]

**72%**

of those candidates shared that experience online or with someone directly. [2]

Sources:

[1] 5 Trends That Will Shape Legal Practices in 2021 by American Legal Magazine

[2] Here's Why You Need To Improve Your Company's Candidate Journey - And How To Make It Better by Forbes

# Give your HR and Legal Advisors **Superpowers**



See an **improvement of double-to-triple digits (30%+)** and a frictionless conversion experience for all inbound and outbound digital customer journeys.



Increased productivity by up to **17% per advisor**. Create an automated, error-free scheduling process, aiding the goal of professional excellence.



A customer-centric and professional **Customer Experience**, significantly driving your closing ratio and a higher chance for renewal and/or referral.



Real-time **insights**, capturing all commercial, scheduled activities and agent performance for omnichannel customer-facing agent networks.

Enterprises that rely on Skedify to better connect with their customers.



# We have very few **no-shows**

compared to meetings scheduled by mail and telephone because Skedify's automatic reminders create a deeper commitment.

Belgian temporary employment agency, Vivaldis, has been growing organically over the past 30 years by opening more offices to help more job seekers. Over the past four years, they've also begun to accelerate their digitization with a focus on building a better website and implementing better tools to automate processes.

Vivaldis decided to create a combination digital-human system where they would get a candidate on the phone for an initial interview and then follow up with a scheduling tool to have a deeper conversation.

Thanks to COVID-19, the required feature list was expanded to include video interviews. The fact that we could offer video calls from the same tool made Skedify a great value for Vivaldis.

**30%**

Higher Response Rate  
Than Pre-Skedify

**80**

Offices Across  
Belgium

**Video**

interviews helped to continue  
work during the lockdown



**Michael Moens,**  
Digital Strategy Manager,  
Vivaldis



# The Best Way For HR & Legal Representatives To Serve More Customers

*Want to learn more about how Skedify can help growing your business? Click the link below.*

**Book your discovery call now**



 **skedify.me**



[talkto@skedify.co](mailto:talkto@skedify.co)  
[www.skedify.me](http://www.skedify.me)

