Limitless

5 Reasons You Need A GigCX Plan

Gig economies are growing rapidly and gig working is here to stay

27% -

of people in the US in 2020 earned money from freelance gig work and exercised more control over their lives

8%

of these people were regular gig workers. (20+ hours in the prior month on gigs)



50.9%

of the total U.S. workforce will be freelancing by 2027



of GigCX Experts say their top reason for working in gig is work flexibility — they love the freedom that gig work provides



53%

of gig workers are millennials — they make up the largest pool of total gig workers

2. The use of digital channels has accelerated – GigCX Experts are perfect for filling this new demand





of GigCX experts surveyed said they used asynchronous messaging personally every day

Gig CX may very well be the next big thing in customer care.

McKinsey & Company, October 2021



3. Gig economy is a great fit for customer service and other parts of the customer experience



4. Work from Home for customer service positions has been normalized



of employed adults say they either don't want to return to a traditional workplace or would prefer a hybrid schedule, driving them to seek work from home opportunities

5. GigCX has major benefits for your business



Non-distruptive



Immediate benefits to CX, faster response times (less than 5 minutes), higher CSAT scores (+20%), and happier customers



Quick and easy to put in place in as little as 5 weeks



More affordable (up to 40% lower cost) than similar services from traditional on-premises or outsourced contact centers, or a work from home model



Imagine a model with no shifts, no schedules, no attrition and no wait times. That's what GigCX can do for your business.

Roger Beadle, CEO and Co-founder, Limitless



What is your GigCX plan?

Despite the benefits of a work from home model to both companies and their employees, companies have found it difficult to find new talent to fill open positions. GigCX can help fill this gap and give companies the flexibility they need to meet their customers' demands. Limitless can help you identify areas where GigCX can have a huge impact on your customer experience. Request a demo today to get your free customer experience assessment and GigCX plan.

www.limitlesstech.com

1 https://www.federalreserve.gov/publications/2021-economic-well-being-of-us-households-in-2020-employment.htm 2 https://www.statista.com/statistics/921593/gig-economynumber-of-freelancers-us/ 3 https://www.wonolo.com/blog/in-the-great-labor-reassessment-gen-x-ups-their-gig-game 4 https://www.gartner.com/en/humanresources/research/talentneuron/gig-economy 5 https://davies-group.com/wp-content/uploads/2021/01/The-2020-Gig-Customer-Service-Report-The-Explosive-Rise-of-GigCX-FINAL.pdf 6 https://www.salesforce.com/content/dam/web/en_us/www/documents/research/salesforce-state-of-the-connected-customer-4th-ed.pdf 7 https://f.hubspotusercontent20.net/hubfs/5642029/2021-gig-customer-service-report.pdf 8 https://www.contactbabel.com/pdfs/oct%2017/UK%20S0ITP%202017%20Marketing%20v9.pdf 9 lbid 10 https://online.hbs.edu/Documents/work_from_home_infographic.pdf 11 https://customerthink.com/gigcx-fo lows-the-wfh-wave-on-the-gartner-hype-cycle