



Reach Customers Before They Give Up

Rapid Response spots the moment a customer gets stuck in a critical journey and launches the help you already have, like chat or a guided walkthrough, so they finish what they started. If they need a person, the agent already knows what happened.

MORE APPLICATIONS COMPLETED · FEWER AVOIDABLE CALLS · FASTER RESOLUTION

The Challenge for Financial Institutions

A customer stalls on a loan application, or a payment won't go through. Your teams see where customers struggle, but usually after the session ends, when it's too late to change the outcome. The customer leaves, or calls and starts over.

HOW IT WORKS



01

Spot the moments that matter

Rapid Response watches in real time for signs a customer is stuck: repeated errors, rage clicks, a long pause on one step.



02

Step in before they give up

When those signals appear, it launches the help you already have, like a live chat or a guided walkthrough, before frustration builds.



03

Start every conversation up to speed

When a customer needs a person, the agent gets a plain-language summary of where they got stuck, with a link to the replay. No one explains twice.

WHAT IT'S BUILT TO IMPROVE

⚡ Completed journeys

Applications and payments that would have been abandoned get finished, and the revenue stays with you.

⚡ Call volume

Fewer customers turn to the phone, which cuts call volume and cost to serve.

⚡ Resolution time

Shorter calls and more issues solved on the first contact.

See where your customers need help.

Pick the journey that matters most, like an account opening, a loan application or a payment, and we'll show you where customers get stuck. Already a Glassbox customer? Rapid Response runs on the capture you already have.

Learn more: glassbox.com/platform/rapid-response