



## Monitor Wall

Lithium's Monitor Wall has become an invaluable component in our customer experience toolbox. It allows us to identify emerging issues and resolve them quickly for our customers.

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### Challenges

- Organization desired full visibility into what customers were saying on social
- Digital Care team wanted to highlight the power of social

### Solution:

Trial LSW's Monitor Wall of real-time actionable customer data to enable:

- Monitoring customer issues to ensure help is provided quickly when needed
- Proactively identifying issues impacting multiple customers
- A continued focus on building the best, proactive customer support team

# Results



**More than 100K posts**

come through the Lithium Monitor Wall monthly



**Identified and resolved 50+ customer impacting events** because of the Lithium Monitor Wall



**30 SVPs/VPs**

actively using the Monitor Wall at Comcast