



Deliver Premium CX for Lasting Customer Loyalty

Discerning consumers expect more than just quality products—they demand exceptional service. RUI helps high-end retailers deliver a high-touch, personalized customer experience, ensuring **your brand stands out** while **increasing revenue-per-contact** for a greater return on investment.

Why Premium Retailers Choose RUI



High-Touch Service That Reflects Your Brand

At RUI, we believe that quality over quantity is essential. Our knowledgeable bilingual agents based in the U.S. and Mexico deliver personalized, frictionless interactions that prioritize your customers' needs. We specialize in managing complex customer journeys with empathy, cultural understanding, and expertise—ensuring customers feel connected to your brand while increasing your revenue-per-contact for a greater return on investment.



Tailored Solutions to Meet Your Unique Needs

RUI offers bespoke CX solutions designed specifically for premium retailers. Our nimble structure allows us to respond quickly, without the delays and red tape of larger providers. Whether it's managing sensitive customer interactions or delivering faster response times, we ensure that your customers receive the premium service they expect.



Actionable Insights That Drive Growth

Using AI-powered analytics, RUI transforms your customer data into actionable insights. This helps you improve service quality while getting to know your customers more deeply—unlocking potential for retention and growth. Our data-driven approach, combined with human expertise, ensures continuous optimization, enhancing both performance and customer satisfaction.

“Working with RUI has allowed us to see the full picture of our customer base, enabling us to make better decisions regarding our services. We have developed a great partnership and they have become an integral part of our operations.”

—VP of Contact Center Operations

Brands who partner with RUI have seen significant improvements:

↓ **41%**

REDUCTION IN SPEED TO AVERAGE SPEED TO ANSWER

↑ **39%**

INCREASE IN QUALITY SCORES

↑ **32%**

IMPROVEMENT IN NPS

Ready to Elevate Your Brand with RUI?

Let RUI help you deliver the kind of personalized, high-touch service that sets your brand apart. Schedule a consultation today to learn how we can tailor our solutions to your business needs.

SCHEDULE A CALL

www.ruiusa.com