

Customer Experience Management

Translating Customer Relations to Sales Performance



In an ever changing marketplace, organisations have realised that as much as investing in social selling, develop meaningful website content, and have adequate technological and digital interventions are a must to acquire new customers. To march ahead of the competition provisioning for seamless customer experience is the key to customer retention and brand loyalty. Therefore, in order to succeed, organizations have their hands full, working out the right recipe to attract, engage and retain customers.

What Guarantees Customer Loyalty?

Are offers, discounts and rock bottom pricing enough? If yes, for how long. Customers today perceive brand value in a different way. They not only expect affordable product pricing but also look for its alignment to changing preferences and market trends.

Our Solution:

We help organizations across industries win and retain new customers with agile solutions to meet rapidly changing customer expectations. Our integrated and multi - channel customer helpdesk solution, an amalgamation of the best of technology, people, processes, domain knowledge & best practices; drives engagement for users across touch points and enable total control over their buying experience.

CUSTOMER EXPERIENCE MANAGEMENT

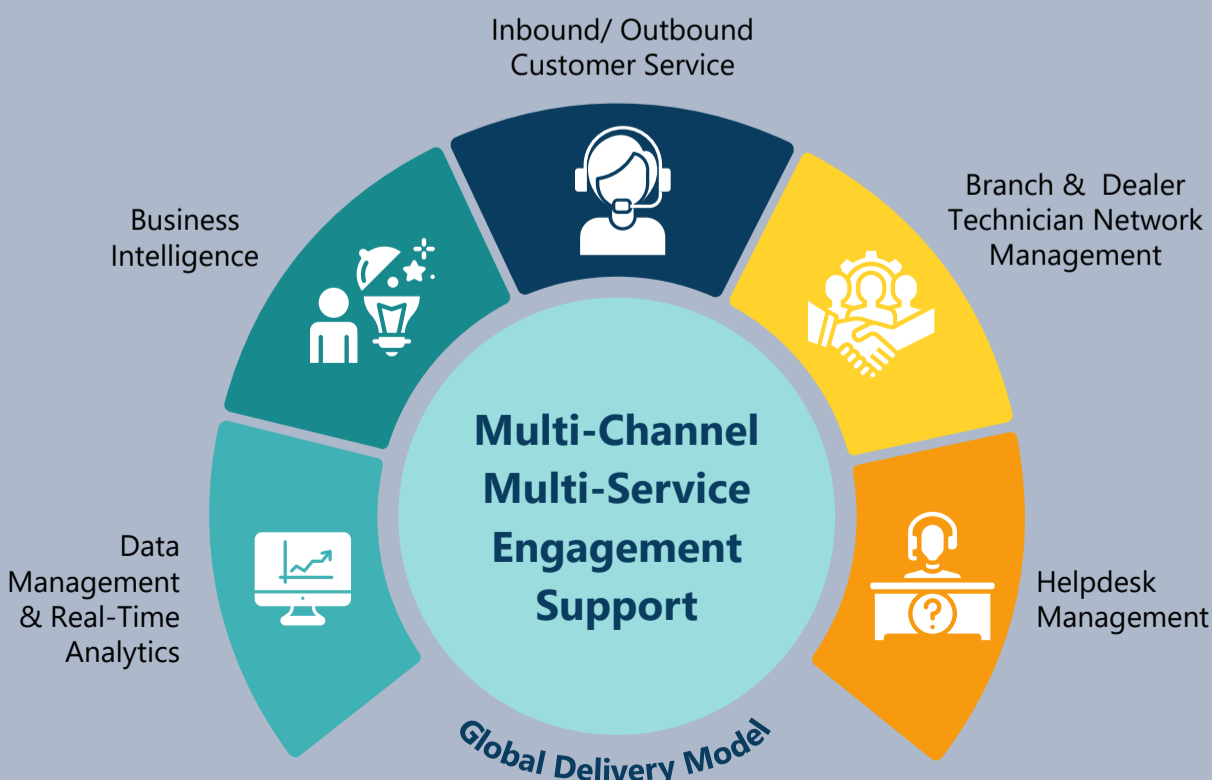
- Customer Acquisition & Life-Cycle Management
- Customer Intelligence and Marketing support
- Customer Profiling & On-boarding
- KYC Checks & Welcome Calls
- Product Enquiries & Order Fulfilment
- Customer Complaints & Exceptions Management
- Extensions and Warranties
- Voice of Customer Surveys
- Customer Loyalty & Retention Programs
- Partner Management

HELPDESK SERVICES

- System Diagnosis & Remediation
- Configuration and Installation support
- Incident Management & Troubleshooting
- Knowledge Management
- Database Upgradation Assistance
- Application Management & Maintenance
- Data Recovery and Archival process
- Endpoint Protection and Encryption
- Real-time Chat, Email and Web support
- L1, L2, L3 Support

CASE STUDY

A full-service 'Enterprise Solution Partner' for one of the largest global conglomerate.



2 MN
Annual Transactions

70+
Dedicated Experts

~93%
Email & Voice Quality Score

1%
Abandon Rate