

Customer Care

Our customer care service provides a relevant experience and converts your customers into loyal brand advocates.

We offer multichannel integration tools consisting of: voice, click-to-call, email and social media; allowing undertakings to deliver their products or services in a timely and personalized and interactive way.

Services:

- IConsultations, loyalty and information.
- Complaint Resolution.
- Crisis management.
- Payment processing.
- Product information.
- Order management.
- Scheduling and dispatch service.
- Customer retention.
- Refund programs and loyalty.

We create experiences that transform your customers into loyal brand advocates.

Technology:

- Proactive Chat: invites visitors who are browsing your website to an online chat.
- Reactive Chat: Get benefits by creating a personal connection with visitors to your page, even through pre and post survey questionnaires.
- Email: Routes email messages (or forms of contact with your company) to the right team to be received, transferred and dealt with quickly.
- Video chat: Uses segmentation to offer a personalized service to the most important customers.
- Click-to -Call: Customers simply click a button to connect with your agents.
- Social Media: This channel allows you to potentiate the dialogue with customers through social networks, in order to establish new links.

Capabilities:

- Controlling costs with scalable workforce synchronizing workloads.
- Loyalty of existing customers.
- Detecting potential customers.
- Interaction and feedback.
- Fully understanding our clients.
- Social reputation.
- Statistic controls.
- Integrated management system in all social networks.
- Team training in social networks to acquire techniques of social influence.