Help Desk

More inquiries. Less elevator music.

Our win-win CSR staffing model can help you take on increased inquiry volumes and help your customers avoid the call-waiting queue.

No one likes to be put on hold. Our help desks allow your customers to easily reach live technical support and receive a near-immediate response to their queries.

We leverage a feature-rich IVR platform, skills-based call routing, and a tiered staffing structure to reduce call transfers and increase first-call resolution. Through our virtual hold feature, customers have the option to schedule a callback at a date and time convenient for them rather than wait on the line.

Advanced self-service technology enables customers to identify the exact level of assistance they desire, while our inquiry triage process allows for the seamless handoff of especially complex inquiries to our most skilled, specialized customer service representatives. Customers who visit our secure web portals have the option to engage in eChat for live online support and request a callback if needed.

Before they ever answer the phone, our customer service representatives undergo weeks of rigorous training exercises, simulated customer interactions, and proficiency assessments. We record every call our CSRs take, routinely survey customers regarding their call satisfaction, and then utilize their feedback to improve the quality of our offerings.

98%
of calls resolved at initial inquiry, resulting in minimal callbacks

98%
AND ABOVE
average quality rating across call monitoring score sheets