



Customer Care Services

We keep your customers satisfied

We know customers. They don't like to wait. Or be disappointed. And they expect exceptional service all the time. That's why you need a customer care partner you can depend on every time. Our Customer Service agents are completely trustworthy, because they are 100% commerce-focused. They have the training and expertise to give our broad range of retail and brand customers the kind of service that enhances every interaction. The world's favorite brands appreciate how we take care of their customers—and you will, too.

We provide a broad range of expertise in consumer satisfaction, continuous improvement through business insights and analysis, and proactive revenue enhancing programs.

18M contacts handled in 2015

85+ retailers and brands

3.2M contacts handled during peak season

3,300 service seats across US and UK

Features

- Scalable languages, technology and tools
- Inbound, outbound and revenue-enhancing services
- Phone, email, IVR, chat and social media support
- Business intelligence analysis and reporting
- 24/7 customer service operations
- Flexible staffing and customized service levels
- Learning Management Systems for training
- Agent recruiting, hiring and training
- Quality monitoring and assurance

Benefits

- Our insights help us know what your customers think and do
- We have the kinds of conversations that drive satisfaction
- We build loyalty with every call, chat, email and text
- Our agents know how to be your best brand advocates
- We provide great customer service—and you get the credit
- Our clients' satisfaction scores are higher than industry benchmarks