Customer Care and Technical Support

A consistently exceptional experience is achieved through a holistic blend of direct interaction, self-service, online support, and social media.

Turning issues into answers since 1982

For clients around the world, and across multiple industries, we provide the facilities, people, process and multichannel technologies that deliver increased customer satisfaction across every channel, every time. A consistently exceptional experience is achieved through a holistic blend of direct interaction, self-service, online support, and social media. Our tailored customer solutions:

- Elevate client Net Promoter Scores™(NPS®)
- Lower costs to serve through innovations in human capital deployment
- Accelerate training with our Social Knowledge learning technology
- Provide licensed associates at scale
- Serve customers through a multichannel and multi-lingual presence

Strategic capabilities and services:

Customer Care: Our complete customer care solutions deliver an experience that differentiates your brand and turns customers into brand advocates.

- **Staffing:** Our proprietary MatchPoint Talent Acquisition methodologies leverage the largest talent pool in the industry. Associates with the right cultural, language, and skills alignment for your program are identified and deployed. Licensed associates are available for specific industry programs that require them. Our talent acquisition results in team members with higher productivity, stronger service skills, and lower levels of attrition.

- **Training:** Once the right candidates are identified, our innovations in Social and Simulated Learning techniques turn out professional customer care associates more quickly than conventional training can accomplish. TeleTech University creates ongoing customized content based on program needs and talent performance. During the learning phase, we capture operational performance and gauge future performance. Skill sets are refined through one-on-one coaching and simulation environments that introduce top contact drivers prior to customer engagement. A culture of ongoing learning permeates throughout the duration of your program.

- **Multichannel, scalable support:** We offer an integrated set of voice, click-to-call, click-to-chat, email and e-commerce response services that enable businesses to deliver just-in-time, personalized, online interactive assistance. Our cloud-based employee desktop solutions bring multichannel interactions into a converged view, and are designed for rapid deployment. Our technology infrastructure is designed to scale up or down to apply the right amount of manpower to meet demand; keeping costs in check while still delivering superior results.

- **TeleTech@Home:** Our virtual workforce solution provides a highly flexible, well-educated workforce through a secure proprietary technology that drives

Our Technical Support programs leverage similar technologies, multichannel capabilities and human capital management as our Care programs to handle specialized support needs for your business or consumer customers.

down operating costs and increases customer satisfaction. The rapid deployment and additional staffing flexibility come with the same levels of management accessibility and control as a conventional contact center, but at a comparatively lower overall cost to serve.

Technical Support: Our Technical Support programs leverage similar technologies, multichannel capabilities and human capital management as our Care programs to handle specialized support needs for your business or consumer customers. We can augment your existing support structure (and lessen the burden on higher support tiers) during product launches, IT system rollouts, and peak usage periods. Our Technical Support Associates are backed by social knowledge engine platforms, driving higher first contact resolution rates and elevated customer satisfaction scores. We can deliver custom solutions to handle issues such as:

- Dispatch, service connectivity, trouble-shooting, trouble ticket management, and repair issues
- Tier 1 support for web services, repair calls, telecommunications services
- IT helpdesk and field support
- Tier 1 and 2 repair calls
- Inbound back-office Tier 1 support
- Tier 1-3 trouble ticket management
- Tier 1 support for business and consumer customers
- B2B and B2C
- Multichannel support: Voice, Chat, e-mail, social response.

The right response for every customer contact

Multichannel, cloud-based architecture provides flexibility, increases value and delivers sand delivers the results satisfied customers love.
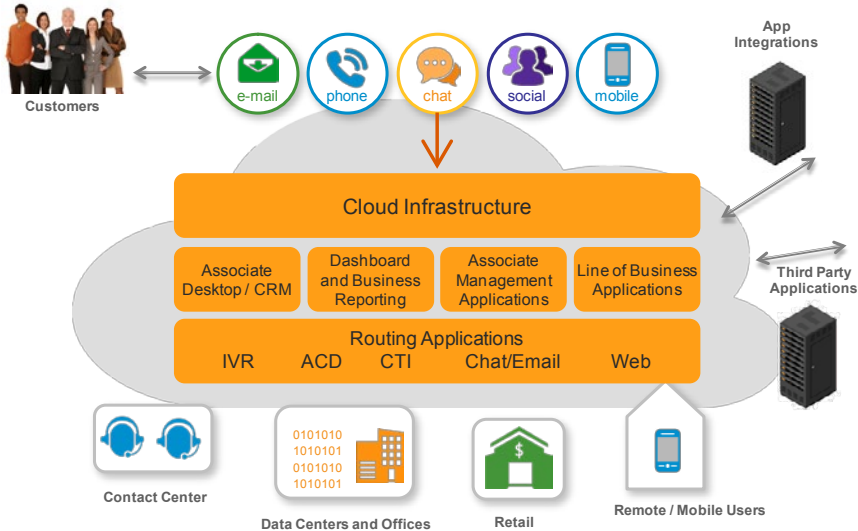
Integrated Training Platform delivers associates who are better, smarter, faster

TeleTech University develops talent to achieve their full potential

World-class, client-specific, blended learning programs for on-boarding — New Hire Training

University

Mosaic

Community Collaborator

Sustain skills development and performance improvement utilizing HD Video, and other technology mediums.

Simulated Learning — Bring production into the classroom via real-time simulation training in nesting.

Skills Up-Training — High-performing associates identified and up-trained via TeleTech Leadership Institute curriculum.

TeleTech Leadership Institute

Performance Management

Track coaching sessions, action plans, and performance improvement through Empower.

TeleTech Empower

Coaching — Develop coaching culture with a focus on consistency and effectiveness.

> Our depth and breadth of experience has brought us a deep understanding of the customer experience and how to make it better.

Why TeleTech?

We help leading brands deliver excellence at every moment of truth in the customer journey, and we've done it across industries and geographies for over 30 years. Our depth and breadth of experience has brought us a deep understanding of the customer experience and how to make it better. We bring that experience to bear for our clients through over 3.5 million interactions daily. With our Care and Technical Support solutions:

- Costs are controlled with scalable solutions that align workforce with daily volume
- Complex interactions are managed over multiple channels
- Licensed associates for specialized needs are trained and deployed quickly
- Our innovations in training and social knowledge management drive better engagement – both within the company and throughout your customer base
- Over 40,000 employees deliver exceptional experiences across six continents and 80 countries, and we can support most language needs.

Contact TeleTech:

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