

Multi-channel **Customer** Service

Customer Service is much more than handling incoming calls. At Conectys, we offer support to your customers through the channels most relevant to them:

Voice (phone or call back requests) Email Web tickets Live chat Co-browsing SMS, fax, regular mail Social media

In today's hyper-connected world, we are dedicated to providing your customers with answers anywhere they are. We monitor social media platforms, like Twitter and Facebook, and solve issues that turn clients into brand champions.

24/7/365 Availability, **35+** Languages

Are you looking to outsource your inbound call center between 9AM and 5PM on weekdays, in all languages? Or perhaps on particular days and in select languages. What about all the way up to 24/7 in any language combination available?

Don't worry, we have just the solution you need when you need it.

Low-Cost, Pay-as-You-Grow

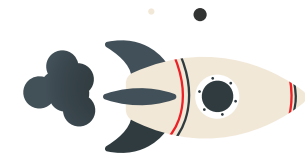
With Conectys you only pay for what is delivered.

Per contact, per minute, per hour, or per agent, our pricing models are tailored to meet your budgets. We commit to service levels or outcomes, and we take care of everything else that makes your brand successful: recruiting the right people, training, enabling technologies, volume forecasting, capacity alignment, customer satisfaction, and much more.

Real-Time Reporting

We believe in full transparency. As a Conectys partner, you gain full access to our proprietary contact center platform(ConectysOS). With its help, you can keep track of Key Performance Indicators and Service Levels in real-time. You see what we see!

Customer feedback tracking allows your operations and product teams to understand the impact of product and policy changes as they happen, through the measure of the, Net Promoter Score (NPS), Customer Satisfaction (CSAT), Customer Effort (CES), and First Contact Resolution (FCR). Flexible APIs allow reporting integration with your current systems or 3rd party platforms of your choosing. Offered free of charge, ConectysOS offloads your cash-flow of heavy licensing costs while enabling premium customer insights.



The Right Technologies

Get access to the latest customer service technology to bridge the gap between your brand and clients. Yours, ours or a 3rd party's – we use the best customer service tools on the market, analyze their performance and offer actionable advice on how to optimize your setup.

The secret of our flexibility lies in over 12 years of experience building and integrating our services into multiple platforms. When responsiveness and efficiency are key, we are the partner you need.

High Quality – Certified

Clients benefit from mature and certified call center and customer service processes:

PCI DSS (Payment Card Industry) compliant call center, for secure and seamless payments over the phone.
ISO 9001:2015 certified processes, providing a robust Quality Management System at all stages of the partnership.
COPC OSP aligned, for outcome centered performance management.

