

Your Trusted Outsourcing Partner

Inbound Customer Service Agents (CSRs) Ready to Support Your Success

Speed

Quickly add inbound support teams that know your business, products, and solutions from the inside and out – all with minimal cost and short ramp-up-time.

Knowledge

Market shifts are the nature of business. Our tenured agents can help you embrace these market fluctuations without disrupting the customer experience.

Why Choose Outsourcing?

By outsourcing customer support, you can ensure that your customers' needs never go unaddressed, allowing you to focus on what you do best – growing your business.

Agility

Our talented and motivated customer service reps listen carefully and care for your customers, making sure they are satisfied. This is crucial to the continuous growth of your company.



80% of customers say the experience a company provides is as important as its products and services. [Salesforce]



86% of customers now expect service conversations to move seamlessly between channels. [Gladly]



Brands with superior CX bring in 5.7 times more revenue than competitors that lag in CX. [Forbes]



Two-thirds of companies compete on customer experience, up from just 36% in 2010. [Gartner]

INBOUND CUSTOMER SUPPORT SERVICE OFFERINGS

Customer Service

Our customer care centers provide omnichannel customer support services, offering global, multi-lingual inbound support from our highly-trained call center staff.

Order Processing

Televerde can help you process customer orders faster and with greater efficiency, allowing you to stay a step ahead of the competition and ensure a superior customer experience while reducing hiring and training costs.

Overflow and After Hours Support

We offer a seamless 24/7 customer support experience by augmenting your existing support operations with our overflow and after-hours support services. Our agents act as an extension of your own support team, delivering the excellent support and experience your customers expect.

Direct Response & Media Support

We will help build and execute your next direct response and media campaign while also providing a seamless inbound communication channel, connecting potential customers directly to our agents who can immediately answer questions, qualify leads and act as an extension of your business.

Tier 1 Tech Support

Our skilled agents provide the first level of technical support, responding to customers with a high level of empathy and collecting as much information as possible, offering available solutions and ensuring customer satisfaction.

Reservation Services

Our reservation services help deliver a seamless communication experience with prospective customers and existing clients looking to make or confirm their reservations to attend your company's events, whether that be online or on the phone.

Help Desk Services

We provide your customers with professional and immediate omnichannel support with agents available around the clock via phone, web chat and more. Our agents provide informed, empathetic, and timely support, ensuring a positive customer support experience and helping to increase customer success.

Customer Winback

Give former customers a fresh look at your company with our customer winback services. Our highly-trained agents can help identify the current needs of lost customers and transfer well-qualified leads to your sales team to close.

Your Customer's Success Is Your Success

Get in touch with us today.

Traditional support teams are expensive to maintain and often suffer from high turnover, increasing costs, and putting your customers' success and your business' reputation at risk.

It's time to convert your cost center into a revenue generator.

