PORTFOLIO CONTACT CENTER PROFILE

MEDICAL TECHNOLOGY

Customer Product Support

Client

Dynamic US medical technology company experienced phenomenal growth with hospitals and clinics. Customer care contacts went from 30 to 10,000 per day.

Goal

- Revamp & streamline call flow process & training to manage new growth.
- Ensure proper and timely handling of all customer communications while controlling costs.
- Establish strategic plan to allocate communication resources.
- Develop plan to enhance brand.

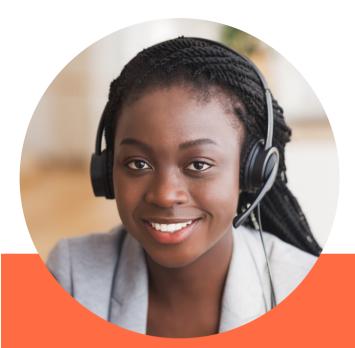
Solution

- Created knowledge base for agents to access current information instead of memorizing all information.
- Created two tiers of agents, general enquiries (80%) and specialized (20%).
- Created customer self-help portal option available 24/7/365 which reduced expenses 30% for client

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CHALLENGE: RAPID GROWTH

ENHANCE BRAND

MAINTAIN QUALITY

CONTROL COSTS

CONTACT US

We can provide the specialized customer support you need with options whether it is 5, 50 or 500 agents.

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