

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.

Call Center Concierge LLC
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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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