

## CUSTOMER SERVICES

### THE IMPORTANCE OF CUSTOMER SERVICE

As the primary customer-facing contact point between your organisation and its customers, great customer service is all about building your brand's reputation through delivery of positive user-experiences. Great customer service leads to licence renewals, additional purchases and positive referrals for your products.

#### WHO WE ARE?



OmniSupport® is a Support Services Outsourcing Company. We provide outstanding customer care, technical assistance and business critical support services to IT software and hardware clients across the Asia Pacific region.

With Omnisupport, clients lower their infrastructure investment, streamline support processes and reduce the overall cost of service delivery, allowing them to focus on their core competencies.

We have a deep understanding of our client's main drivers for outsourcing customer service as we have worked in senior management roles, responsible for designing and building the entire support infrastructure including outsourcing customer service as a main component, for corporations (including multi-nationals) just like yours.

Partnering with OmniSupport also gives you the leverage to expand your support presence across Asia, so that your customers and partners experience the same high-quality timely support throughout the region.

### THE OMNISUPPORT DIFFERENCE

At OmniSupport, our ultimate goal is to save your organisation money by reducing the number of customer call backs. We believe that the best way to achieve this is through conversations with customers, rather than reading from a prepared script.

Unlike our competitors, we don't simply focus on reducing call handle times – instead we focus on resolving the customer's issue first time, because we truly believe that the key to helping people enjoy the most positive product experience is, quite simply, to listen to them.

Our goal is to resolve your customer's issue on the first contact, regardless of the amount of time it takes to handle the call.

OmniSupport's engagement process is based on **First Call Resolution**. Our customer service agents efficiently and effectively deliver a high percentage of first contact resolution, thereby increasing your customer satisfaction levels.

Importantly, we learn from what we hear and add value by going the extra mile and feeding this information back into your organisation as part of our continuous improvement process.

## THE CUSTOMER SERVICE OFFERING

Our offering is delivered to your customers via a phone, email, online submission, live chat or SMS. We resolve non-technical requests for your company such as assistance with software updates, license key or renewal queries, and general product, sales and company information.

### Included Service Features and Benefits

Feature	Description	Benefits			
		Business Scalability	Transparency and Control	Responsiveness and Resolution	Cost Savings
Highly skilled and trained Customer Services Agents	<i>Customer Services</i> Agents trained and screened to meet your specific requirements – providing a centralised base of knowledge and expertise	✓	✓	✓	✓
Fully documented process/flow charts for all customer contacts	All <i>Customer Service</i> processes and methodologies are fully documented and accessible for all customer contact procedures	✓	✓	✓	✓
Local Business Hours coverage	<i>Customer Service</i> operations available during your business hours, i.e. 9:00–17:00 local time	✓		✓	✓
Unlimited support requests	<ul style="list-style-type: none"> <li>No limit to number of service requests logged</li> <li>No limit to contacts within your customer's organisation</li> </ul>	✓	✓	✓	✓
Agreed response charters	<ul style="list-style-type: none"> <li>Calls answered within agreed timeframes</li> <li>Email/online submissions responded within 24 hours</li> </ul>	✓	✓	✓	
Weekly reporting	Including: <ul style="list-style-type: none"> <li>Average speed of answer/Average handle time</li> <li>Number of calls/emails received and processed</li> <li>Customer service requests open/closed/outstanding</li> </ul>		✓	✓	✓
Quarterly business reviews	Review of <i>Customer Service</i> performance highlighting trends and drivers to improve overall customer service delivery		✓	✓	✓
Weekly top 10 request drivers	List of the top 10 <i>Customer Service</i> requests		✓	✓	✓
Proactive Alerts of time sensitive and important requests	Proactive notification of any customer request or feedback received that is critical to your organisation and brand		✓	✓	

### Optional Service Features and Benefits

Feature	Description	Benefits			
		Business Scalability	Transparency and Control	Responsiveness and Resolution	Cost Savings
Online Customer Service Requests	Allow customers to submit and track their <i>Customer Service</i> requests via OmniSupport's <i>Support Portal</i>	✓	✓	✓	✓
Extended Hours of Coverage	<i>Customer Service</i> coverage extended outside of business hours E.g. 09:00-00:00 Monday-Friday	✓		✓	
24 x 7 Coverage	<i>Customer Service</i> provided 24 hours a day 7 days a week 365 days a year	✓		✓	
Trending and Analysis	<ul style="list-style-type: none"> <li>Customised trending and analysis reporting</li> <li>Resolution analysis</li> </ul>	✓	✓	✓	✓

Remember, there's no real secret to getting your customers to come back. All you need to do is provide customer service that exceeds their expectations and outshines your competitors' customer service – **Choose OmniSupport today!**

#### MORE INFORMATION

To get details on other support services:  
Visit [www.omnisupport.com/solution.html](http://www.omnisupport.com/solution.html)

#### CONTACT US

Email: [info@omnisupport.com](mailto:info@omnisupport.com)  
Web: [www.omnisupport.com/contact.html](http://www.omnisupport.com/contact.html)