



Data Sheet

CUSTOMER INNOVATION SOLUTIONS

Technical Support

TeleTech has provided Technical Support since 2001 and currently has over 5,000 associates supporting many of the world's largest companies.

Overview

For Global 1000 leaders who need to transform their customer service operations while leveraging new customer interaction channels, TeleTech delivers global customer innovation solutions. This includes all media and support channels that result in improved customer experience, satisfaction, and loyalty. TeleTech delivers the technical support clients require to differentiate and grow their core offerings in highly competitive markets. By providing timely and relevant customer support, TeleTech enhances the value of our clients' brands.

Features / Benefits

TeleTech provides high-performance technical and helpdesk associates assisting in both Tier 1 and Tier 2 technical support activities. This includes varied dispatch, service connectivity, troubleshooting, trouble ticket management, and repair issues. TeleTech provides both business and consumer-based technical support for simple and complex offerings across a variety of platforms including inbound and outbound voice, chat, social media, and e-mail response.

Uses

TeleTech's Technical Support solution benefits any business looking to offer world-class service either as a standalone solution or as a complement to existing support operations. This solution provides excellence to various lines of business with an extensive pool of global candidates.

Key Differentiators

- Unlike traditional contact centers, TeleTech's GigaPOP® technology streamlines service delivery on a virtualized network, integrating both voice and data channels over a secure connection to numerous countries.
- TeleTech handles over three million customer interactions worldwide every day with 99.95% associate availability. Our clients are ensured that well-trained technical support associates will focus on delivering a high-level of customer care during each interaction.
- TeleTech's advanced associate recruiting and assessment programs deliver high-performance, predictable, and consistent results across geographies.

TeleTech's GigaPOP network and global footprint allows us to provide solutions to the world's largest companies and premier brands.

Vertical Specific Content

Differentiated technical support is becoming increasingly important, as more and more users rely on computer-based and internet-connected devices to communicate online. We manage multiple technical support programs globally for some of the world's largest companies in the telecommunications, financial services, and technology industries. Our solution includes:

- Tier 1 support for web services, repair calls, telecommunications services
- IT helpdesk and field support
- Tier 1 and 2 repair calls
- Inbound back-office Tier 1 support
- Tier 1-3 trouble ticket management
- Tier 1 support for business and consumer customers

Why TeleTech?

TeleTech offers unmatched total value. We've earned a reputation for transforming the goals of our clients and their customers into new ways of thinking, performing, and purchasing. Our deep operational heritage and unrivaled innovation enables us to solve our clients' biggest challenges, deliver revenue growth, and tie our business success directly to outcomes.

Related Products and Services

TeleTech offers services in a variety of industries for even the most complex projects with the highest levels of customer satisfaction and retention. These industries include financial services, healthcare, commercial products, technology, and telecommunications.

TeleTech@Home services complement existing technical support operations by providing flexibility and scalability to meet the dynamic needs of any business. TeleTech's Workbooth technology and extensive pool of qualified candidates offer global solutions to help meet clients' needs.

TeleTech Online Customer Support services can be integrated to meet all of your needs via the web with Click-to-Chat, Click-to-Call, and e-mail programs in a comprehensive and integrated solution.

More Information

Please visit www.teletech.com for additional details about our full suite of Customer Innovation solutions.