



Phoinix Group

The Phoinix Group Call Center Support

The Value of Customer Service

The Phoinix Group understands that customer service remains foremost for businesses faced with highly competitive marketplaces where customers want to do business on their own terms. When it comes to ensuring the quality, ease and efficiency of those customer interactions, many businesses struggle with the task of providing superior call center support for their hardware and related software solutions.

Time-Proven Methodology

Our years of success has allowed us to build a set of scalable, repeatable best practices that ensure successful call center implementation. Regardless of the size and scope of the project, Phoinix Group's customer response services experts can dramatically reduce the cost of technical support for your organization.

When you engage Phoinix Group as your technical support partner, you're hiring a team of senior-level experts with extensive experience in the service delivery business. Both staff and management teams come from diverse technical backgrounds with experience supporting hardware, software and operating systems at all three levels.

The Phoinix Group's Technology Advantage

With the industry's most advanced technology at our fingertips, we can deliver seamless, multi-level support, including problem resolution, problem escalation, skills-based call routing and database management.

Share Point™ Customer Assurance System is a highly flexible knowledge base of the customer's locations and service activity that can be added to a database or accessed via the web in real time.

At each stage of the process, our systems ensure fast, efficient resolution of customer inquiries, and capture valuable service activity data that can help enhance your product and service offerings to meet specific customer demands.

SERVICE BENEFITS:

- Friendly, knowledgeable technicians take ownership of calls until resolution
- 24 x 7 x 365 live person staffing
- 220 person call center
- Multi-lingual personnel
- 99% of calls answered within 45 seconds
- Technical and procedural support
- Guaranteed service levels
- On-line, real time inventory tracking, call status and reporting
- Leverage Phoinix Group's expert technical resources to expand your reach

