

Indus ICT Solutions Customer Services

The cost of acquiring a new customer is five times the cost of retaining an old one. And hence it is important that your customer interaction is managed in the best possible way. Customer Interaction Services at IICTS are tailored to provide superior customer interaction and hence leverage every customer relationship to the fullest. Our portfolio includes a whole gamut of customer facing offerings including 24/7 customer support through voice (in-bound and out-bound calls), e-mail and web mediums, telemarketing services and telemarketing outsourcing, technical support services and employee IT helpdesk services. We serve multiple industries including insurance, banks, financial services companies, retailers and OEM's.

Service Offerings

Customer Support Services

Our customer service offerings create a virtual customer service center to manage customer concerns and queries through multiple channels including voice, e-mail and chat on a 24/7 basis. Examples of this include customers calling to check on their order status, customers calling to check for information on products and services, customers calling to verify their account status, customers calling to check their reservation status etc.

Telemarketing Services

Our telesales and telemarketing outsourcing services target interaction with potential customers for "prospecting" i.e. either for generating interest in products and services, or to up-sell and cross-sell to an existing customer base or to complete the sales process on-line. Examples of this service include outbound calling to sell wireless services for a telecom provider, outbound calling to retail households to sell leisure holidays, outbound calling to existing customers to sell a new rate card for a mobile service provider or outbound calling to sell credit/debit cards.

Technical Support Services

Our technical support offerings include round-the-clock technical support and problem resolution for OEM customers and computer hardware, software, peripherals and Internet infrastructure manufacturing companies. These include installation and product support, up & running support, troubleshooting and Usage support. Examples of this service include customers calling to resolve a problem with their home PC, customers calling to understand how to dial up to their ISP, customers calling with a problem with their software or hardware.



Employee IT Help-desk Services

Our employee IT help-desk services provide technical problem resolution and support for corporate employees. Examples of this service include level 1 and 2 multi-channel support across a wide range of shrink wrapped and LOB applications, system problem resolutions related to desktop, notebooks, OS, shrink-wrapped products, connectivity etc., office productivity tools support including browsers and mail, new service requests, product usage queries, IT operational issues, routing specific requests to designated contacts and remote diagnostics (password reset, desktop control).

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