

Help Desk



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Initial Situation

Client's Needs:

- Monitoring of service orders and follow up of commercial requests of critical nature. Technical visits coordination, and document compilation.
- Appointment management (booking, cancellation and modification of appointments) with clients that require hiring new services.
- Fulfillment of work orders, and follow-up of scaled cases, booking of technical visits and collection of paperwork for monthly payments.
- Control of flow metrics and types of information and technical calls.
- User and prospect client assistance online, by means of live chat.
- Prospect client follow-up by means of e-mails, that come into a mail account.
- Outbound: Telemarketing call service, follow-up of failed payments, client reactivations.

Keys to success

- Specialized advisors implementation in each area; technical and sales agents.
- The use of CRM online with access to team monitoring, registration of work orders, and control and follow-up of clients by means of tickets.
- Daily metrics that give the client the specific information of inbound call flow, (TMO) average operation time reports, and elevator occupation to make production time more effective.
- We keep a team for laboratory and practice of technical cases and monitoring of real time service.
- Constant training.
- Quality control of processes and customer service.
- Daily supervision of goal fulfillment, information quality and call accessibility monitoring.
- Proactive calls to avoid team suspension for lack of payment.
- Claim follow-up.

Obtained Results

- The scaling to technical area cases has decreased, having an average of more than 80% of solved calls on the first contact.
- The volume of closed businesses on behalf of the salespersons has increased, in registering dates more effectively and filtering the data bases to the established parameters.
- We have gained standardized parameters of quality that make the customer service center more reliable for the client.
- We give service to all the clients' contacts no matter the means (e-mail, chat, telephone), keeping all levels of required service.