



ASK THESE QUESTIONS WHEN CONSIDERING A CALL CENTER OR TECH SUPPORT SERVICE

Not sure which offering best fits your needs? Rate your level of confidence in each important question 1-10, then total the scores to see which offering is the most complete.



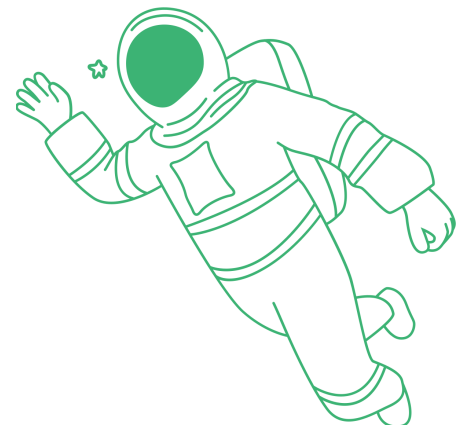
Option
B

Option
C

1. Will my calls be answered live?
2. How technical are your agents?
3. Are your agents based in the US?
4. Do you support multi-channel communication?
5. Do you offer warm hand-offs and escalations?
6. Do you provide ongoing support and follow-up?
7. Can you use our existing support tools and systems?
8. Do you provide instant post call documentation?
9. Do you offer flexible plans to fit our needs?
10. Will your offering help our business grow?

Total:

Keep reading to learn why
these questions are
important and how HelpT
measures up.



1. Will my calls be answered live?

The customer experience begins the moment a call is made. Many customers will hang up on automated systems, will not leave voicemails, and won't call back if they can't speak to an agent.

While some providers rely on virtual agents and automated menus, Helpt has live agents answers all calls 24x7x365.

2. How technical are your agents?

When a customer reaches out with an issue they want resolution. A non-technical agent can take a message or escalate, but can't troubleshoot and problem-solve to deliver the immediate resolution that a trained, technical expert can.

Helpt's skills-based call-routing ensures that calls are answered by agents more expert and capable of supporting your customers.

3. Are your agents based in the US?

Support interactions are not just technical in nature. A cultural match with your customers means improved understanding and customer satisfaction.

All Helpt agents are based in the US and possess clear communication skills.

4. Do you support multi-channel communication?

A phone call may not be the first choice of your customer. Being available by phone, chat, email, and SMS means interacting within the comfort level of your customers.

Helpt provides omni-channel support and is happy to support new channels of communication. Seamless integration ensures that Helpt's agents act as part of your organization.

5. Do you offer warm hand-offs and escalations?

In an emergency, the last thing a customer wants is to receive a callback. Even if they're directly connected to another rep, customers don't want to repeat the issue.

Helpt's agents can discuss the issue with the escalation point to ensure a smooth handover and expedient customer service when that escalation is necessary.

6. Do you provide ongoing support and follow-up?

You want to ensure your customer is ultimately satisfied. Whether an issue is resolved or not, follow-up ensures a satisfactory resolution and strengthens the customer relationship.

Helpt's dynamic scheduling gives you the option to have an agent follow up on both open, ongoing issues and to confirm successful issue resolution.

7. Can you use our existing support tools and systems?

You have the tools to help your customers. A 3rd party agent without those tools can't completely resolve a problem. Integrations with your tools and systems means a support provider can act on your behalf rather than simply taking a message and escalating.

Helpt agents are well versed in many different support tools and systems and, with granted access, can interact directly within your organization.

8. Do you provide instant post call documentation?

Keeping your finger on the pulse of your business and customers is imperative.

Helpt agents use dynamic data capture forms to document each interaction. These forms are transmitted to you instantly post call.

9. Do you offer flexible plans to fit our needs?

Every business is different, with different support needs. A 24x7x365 support solution is much different from supplementing your existing team after hours. A support service should have options for the level of support to fit your needs.

Helpt offers monthly and annual plans ranging from 100 to 1000 minutes, and also offers an on-demand option that can be used as needed.

10. Will your offering help our business grow?

Happy customers are repeat customers. Customers satisfied by an outsourced support team allow you to be proactive and focus on your core objectives.

Time is your most valuable resource. Helpt is here to give you time.