

CALL CENTER SERVICES

Enablx has been building strong customer relationships for over 20 years by providing effective resolution to customer issues, and quick access to the right information.

Our blend of live services and self-help solutions make us unique in the industry, and provide our clients with opportunities to reduce costs, while providing their customers with a wider array of services.

Enablx is located less than an hour from New York City with access to a diverse and educated labor pool. Our live agents provide first class customer service in both English and Spanish, and support a variety of programs, from answering general product questions, to providing advanced troubleshooting and technical support.

Applications Include:

- Technical Support
- Troubleshooting
- Product Assistance
- Program Enrollment
- ...and more
- Order Entry
- Return Processing
- Customer Follow Up
- Help Desk

Features:

Availability - Our live call center services are currently available 7 days per week, from 8AM until 8PM Eastern Time. Customized operational schedules and holidays can be configured based on your needs, to ensure optimal coverage. Automated options are operational and monitored 24x7x365.

Training - Call center representatives employed by Enablx receive extensive training on client products and services, and are committed to providing a first-class customer service experience. Clients are encouraged to be involved in the training process for those representatives servicing their account. Training refresher courses are provided on a periodic basis to ensure our call center is providing up-to-date product information and following client procedures.

Fully Equipped - Our call center agents utilize a centralized knowledge base to document and categorize transactions, locate customer history, and access product and troubleshooting information. Providing the right tools to our agents is the key to enabling them to do their job.

Quality Control Recording & Monitoring - All calls and transaction are recorded and monitoring on a regularly scheduled basis to ensure the information being provided is consistent with training. Call center representatives are evaluated on a regular basis, and provided with feedback to ensure customers receive the highest level of service.

Customer Routing - Bring your existing number, or we can obtain a toll-free number for you!

Enablx utilizes IVR routing and automatic call distribution (ACD) technology to match caller needs to agent skills to ensure callers are routed to the right person the first time. In the event your customer is waiting to speak to a live agent, use in-queue messaging to promote products and services, or other information. Also enable your customers to leave a message for call-back if they choose not to wait, or call after hours.

Multi-Channel Access - Ease your customer's experience by giving them the option of obtaining answers via their preferred channel - telephone call, email, or chat.

Self Service Options - Customers may at times prefer to utilize telephone and web-based self-service options to access information. This may make sense when dealing with sensitive subjects or information, providing faster access as an alternative to waiting for a live representative, or just user preference. Check out our self service solutions at <http://www.enablx.com/self-service/>, or contact us to discuss your needs.

Reporting & Management - Manage your program from anywhere via our online dashboard. Tools include statistical charts, customized reports, routing control, and more..



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Leverage our experience by outsourcing your call center needs to us. Continue to set the strategic direction of your program, while leaving the day-to-day operation in our capable hands. Additionally, you will gain the scalability and benefits of our state-of-the-art technology infrastructure.

We are committed to providing your customers with the highest level of customer service!

About Enablx

Enablx has been in the business of providing our clients with first-class customer service solutions since 1992. We have established a proven track-record of reliability, excellence, and out-of-the box thinking to empower our client's success.

We would love to discuss your project! Give us a call at **800-882-0044**, opt 6.

Contact Us

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