

Customer Contact Center Services

Delivering Multi-Channel Excellence

The next generation of customer service is here today, with customer loyalty built across mobile and social channels.

DATAMARK can help your organization in this new world of customer care, with a multi-channel contact center solution that provides product support and technical help by voice, email, Web chat, text and social media interaction.

With onshore, nearshore and farshore customer care centers, we can deliver a combination of 24-hour service and multi-lingual support across all channels for outstanding customer service.

Multi-Channel Solutions

Inbound/Outbound Voice

Email • Web Chat • SMS Text • Social Media

Technological Features for Efficiency and Performance

IVR • ACD • VoIP • Cloud Platform • Real-Time Statistics • Performance Dashboard

The DATAMARK Difference

**Bilingual
English/Spanish Agents**

Neutral Accents

24-Hour Worldwide Service

On-Demand Scalability



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***Why turn your customer support over to a specialist?
So you can focus on your core business.***

Developing a contact center in-house is an expensive and time-consuming project that can take your focus off your profitable core business.

This is why outsourcing contact center services is an ideal solution for your company: DATAMARK supplies the facilities and equipment, thus eliminating the need for expensive capital investments.

And we provide trained customer service representatives who offer outstanding inbound and outbound customer service, from order processing and billing issues to Tier 1, 2 and 3 technical support.

Customer Services Include:

- Inbound/Outbound Customer Support
- Activations
- Appointment Scheduling
- Billing and Payment Support
- Collections
- IT Help Desk Support - Tier 1, 2 and 3
- Installation Support
- Order Taking and Tracking
- Product Support
- Sales
- Surveys and Research
- Warranty Support
- Message Services

- Increase Revenue • Decrease Costs • Improve Productivity
- Improve Customer Satisfaction

DATAMARK[®]
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For more details about our Multi-Channel Contact Center Services,
call 800-477-1944 or visit www.datamark.net/contact-center-services

www.datamark.net

