

Best-in-Class Contact Center Services for Sales, Customer Service, Lead Generation and Data Collection

With Etech Global Services as your business partner, you can simplify the way you go to market and use voice contact communication services that are highly attractive to your customers. Whether your service needs are simple or complex, Etech's advanced global voice networking infrastructure offers dependable feature-rich solutions to help you provide high quality voice solutions to your customers and prospects.

We provide agent-supported inbound and outbound consumer support programs that handle a wide range of service needs from product requests and billing to order entry and account inquiries. We also deploy the optimal mix of live agent (onshore, near-shore or offshore) as well as back office support to meet performance objectives. We also meet the challenge of staffing unique, highly specialized and multilingual skill sets.

Etech Global Services offers award-winning voice service to improve customer service and increase sales.

HERE'S HOW IT WORKS:

- **Define Strategy and Goals** - Every engagement begins with a thorough understanding of your customer contact goals and individual needs.
- **Recruiting and Training** - Our thorough recruiting and training process ensures knowledgeable agents represent your company.
- **Ongoing Operations** - Stringent QA and deep business intelligence are intrinsic in our ongoing process.
- **Return on Investment** - We work to ensure a positive ROI on all our programs.

ABOUT ETECH GLOBAL SERVICES

Etech Global Services is a leading provider of intelligent sales and service solutions utilizing inbound and outbound voice and web chat. We understand the importance of customer relationships. That's why all of our solution strategies are driven by the 'voice of the customer'. Our stringent QA process ensures an ever-improving customer experience. We also gather critical business intelligence data from each customer interaction. And we do everything with the highest integrity and quality possible. These differences allow us to provide industry-leading service, stellar CSAT scores, and high performing sales and service solutions that enable our clients to increase revenue and delight their customers.

Contact Center Voice Services

Technology

- PCI Compliant
- Dedicated Technology
- Application Development
- Full Redundant Environment
- Full Back-up and Recovery

Flexibility

- Onshore / Near-shore / Off-shore
- 24/7/365 Capabilities
- Bilingual
- Proof of Concept Trials

Etech Global Services' Voice Services Benefits

- Reduce Customer Acquisition Cost
- Improve Sales Channel Efficiency
- Implement Hispanic Sales Strategy
- Ensure Corporate Governance Requirements are Met
- Increase ROI
- Increase Sales
- Enhance Customer Experience
- 24/7/365 Service
- Improve Business Intelligence

FOR MORE
INFORMATION

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quality inbound, outbound and web chat solutions