

Optimum CRM, Inc.

Outsourcing Tech Support



PROFILE

Optimum CRM, Inc. (OCRM) helps ISP's scale their operations to allow executives and their engineers to grow their business while being confident that all customers receive the utmost Technical and Client Support available.

OCRM serves the top companies in technology, communications, services and other industries where maintaining positive and cost-effective customer relationships is vital to the overall corporate strategy.

By outsourcing your Tech and Client support to OCRM, you'll benefit directly from our people, our knowledge base, systems, processes and exceptional solutions that will: *Increase Your Customer Satisfaction, Lower Your Contact Center costs, and Generate Client Revenue.*



Our goal with all our customers is to become a valued partner dedicated to great, reliable, friendly client support. Our technicians treat your customers as you would giving you the confidence and time to build your business.

CAPABILITIES

- o 24/7/365 Technical Support, Client Services, Sales, CPE Monitoring
- o Broadband, Fixed Wireless, WiFi, DSL & Dialup
- o B2B, SoHo, and Residential Users
- o Escalations and RMAs
- o New Installation/Truck Roll Support for Field Technicians
- o Proactive Maintenance and premium customer notifications
- o Strengthen customer satisfaction and retention

KEY BENEFITS

Increase

- o Customer Satisfaction
- o Customer Retention
- o Revenue Generation
- o Time Efficiency
- o Quality Assurance
- o First Call Resolution
- o Call Avoidance

Decrease

- o Cost of Call Center
- o Call duration & Wait Times
- o Escalations
- o Truck rolls (parts/labor)
- o Abandoned calls
- o Labor costs

Raise C-sat...Lower Costs...Generate Revenue...