

MYCUSTOMER360

CUSTOMER SUCCESS SOLUTION

Overview Outline

mycustomer
360.com



MyCustomer360

Customer Success Solution Overview Outline

Creating successful outcomes for companies with global customer service needs



What is Great Customer Service?

It's hard to define great customer service because it looks different across all industries. Great customer service can make or break a company. It's all about building trust and relationships between your customers and your company.

Without this trust, you are less likely to build a good reputation, leading to fewer loyal customers.

To pursue customer service as a priority, there are a few things you can do including valuing a customer's time, providing beneficial resources, and presenting information with a polite and pleasant attitude.

Some of the best companies out there have great and strong customer service programs and employees. They are easy to reach and know all the answers. For your company to thrive and succeed, this type of excellent customer service is needed. But you don't have to work alone. Instead, MyCustomer360 provides customer success solutions to fill all of your needs. And it's easy to get started!

The MyCustomer360 Advantage

Customer Support Program

Customer support programs are essential and a great way to build up your company's reputation with highly reputable call center employees answering frequent questions and solving problems.

It's also an accessible way to solve problems. Not everyone has access to the internet to use the customer success program. Our 34x7x365 service is a solution to that gap. With our service, your customers can feel connected like never before with live phone, email, and chat support. It can also include online forums where users chat with others experiencing similar problems. This helps with credibility; it shows your company has nothing to hide and goes above and beyond to satisfy customers and find solutions quickly.

MyCustomer360 doesn't just answer phone calls though, the support stretches farther. We can focus on pre-sales and post-sales support, order confirmation and processing, and overall technical support with ticket management, which decreases wait time.

Customer Success Program

It's in your best interest to provide customers with the tools and resources they need to succeed from the beginning. This eliminates, or decreases, their need to call customer support to fix the problem.

Our MyCustomer360 customer success program starts at the beginning of the customer's experience with your product, the onboarding process. The onboarding process is essential, this is where customers get up to speed with the product or service and understand how to use it effectively.

Customer Upsell & Cross Sell Program

Businesses are businesses at the end of the day and need profits. While finding solutions and troubleshooting common problems is a big part of customer service, so are upselling and cross-selling. MyCustomer360 works to increase your revenue with marketing campaigns using digital services and tele-calling skills.

While you focus on the core of your business, our MyCustomer360 team uses a strategic approach to upsell and cross-sell your products. We work with B2B clients to guarantee high-cost savings and worry-free services. This is done by providing information about upgrades and related products that are convenient and worth it to the business on the other end of the line.

We upsell your products with outbound and inbound calls. Outsourcing to a full customer service marketing business like MyCustomer360 can increase your competitiveness. Promotions are frequently addressed to new, seasoned, and prospective clients while you focus on in-house sales.



MyCustomer360 in Action

- We operate in 22+ languages
- Work with a variety of industries like technology, finance, travel and hospitality, healthcare, telecom, consumer products, and retail and e-commerce.
- 5+ years of experience
- 110+ happy customers
- Multiple success stories

Next Steps

We have a 90-day quick start program designed to help companies improve their customer service and increase revenue through outsourcing their customer service to our global customer service team.

Contact us today to find out more.

About MyCustomer360

MyCustomer360 is a leading customer service management company that has been helping businesses improve customer satisfaction and increase revenue for many years. We offer a wide range of services, including customer support, customer success, and customer upsell and cross-sell programs. Our team is made up of experts in customer service, who are dedicated to helping our clients achieve success. We take a consultative approach to working with our clients and are committed to providing customized solutions that meet the unique needs of each business.

