

3 Reasons Why Quality Customer Support is Important

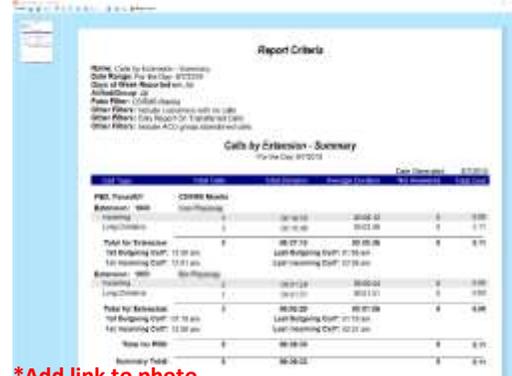
Posted August 2, 2019 8:00:00AM



Paramount to the success of a business is the rate of efficiency growth they are able to develop in the workplace, which is heavily dependent on the employees – their abilities to engage clients and maximize time at work. But even if your employees do successfully deliver what is expected of them, why is it crucial to ensure that you are using the best quality customer support available? Here are three reasons you should definitely know about why having the best customer support changes business for the better:

1. Customer Support Improves the Overall Performance of Agents

Optimum customer support isn't only about having sufficient features to serve clients – it's about how it trains employees and provides them the ability to boost productivity levels through allowing them to focus on the aspect of their jobs that matter the most – attending to customers!



Report Criteria

Report: Calls by Extension - Summary
Date Range: For the Day: 8/22/2018
Date of Data Reported: 8/22/2018
Agent Group: All
Other Filters: Include Extensions with Calls
Other Filters: Only Report on Extensions with Calls
Other Filters: Include ACC groups associated with...

Calls by Extension - Summary
For the Day: 8/22/2018

EXT. NUMBER	CALL COUNT	CALL DURATION	AVERAGE DURATION	CALLS/AGENT	CALLS/EXTENSION
EXT. NUMBER: 9885 - Call Center					
Extension: 9885	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9886 - Call Center					
Extension: 9886	0	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9887 - Call Center					
Extension: 9887	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9888 - Call Center					
Extension: 9888	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9889 - Call Center					
Extension: 9889	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9890 - Call Center					
Extension: 9890	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9891 - Call Center					
Extension: 9891	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9892 - Call Center					
Extension: 9892	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9893 - Call Center					
Extension: 9893	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9894 - Call Center					
Extension: 9894	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9895 - Call Center					
Extension: 9895	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9896 - Call Center					
Extension: 9896	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9897 - Call Center					
Extension: 9897	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9898 - Call Center					
Extension: 9898	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9899 - Call Center					
Extension: 9899	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
EXT. NUMBER: 9900 - Call Center					
Extension: 9900	1	00:00:00	00:00:00	0	0.00
Training	0	00:00:00	00:00:00	0	0.00
Long Distance	0	00:00:00	00:00:00	0	0.00
Summary Total					
Extension: 9885	1	00:00:00	00:00:00	0	0.00
Extension: 9886	0	00:00:00	00:00:00	0	0.00
Extension: 9887	0	00:00:00	00:00:00	0	0.00
Extension: 9888	0	00:00:00	00:00:00	0	0.00
Extension: 9889	0	00:00:00	00:00:00	0	0.00
Extension: 9890	0	00:00:00	00:00:00	0	0.00
Extension: 9891	0	00:00:00	00:00:00	0	0.00
Extension: 9892	0	00:00:00	00:00:00	0	0.00
Extension: 9893	0	00:00:00	00:00:00	0	0.00
Extension: 9894	0	00:00:00	00:00:00	0	0.00
Extension: 9895	0	00:00:00	00:00:00	0	0.00
Extension: 9896	0	00:00:00	00:00:00	0	0.00
Extension: 9897	0	00:00:00	00:00:00	0	0.00
Extension: 9898	0	00:00:00	00:00:00	0	0.00
Extension: 9899	0	00:00:00	00:00:00	0	0.00
Extension: 9900	0	00:00:00	00:00:00	0	0.00
Summary Total	1	00:00:00	00:00:00	0	0.00

*Add link to photo

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When agents are given the appropriate guidance they need in order to get their jobs done quicker and in a more convenient way, customer support allows them to train themselves and find the pace that works for them at work. Through the appropriate customer support, you will be able to monitor calls. Thus, it will be easier for you to find which sales techniques work best and use such knowledge to keep employees well-informed.

In order to obtain and maintain increasing levels of productivity and revenue growth, invest in the support you provide your agents!

2. Reduces Security Risks

One of the major concerns found in businesses is data security. If you do not have a reliable security system, you are putting your entire company at the risk of losing vital customer and company information. Having the right software saves you from the cost of having to hire professionals to constantly review and maintain your system because it comes with impenetrable security features to assure the protection of all data within the cloud backup.

3. Greater Customer Experience



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Effective service is often dependent on the ability of a business to provide satisfaction through service that, most often than not, relies on the speed of their ability to deliver. In today's fast-paced time, you stand out when you are able to provide

results instantly. The good news is, the software to help you do just that is simply at your fingertips should you choose to see the convenience and assistance they provide. Customer support gives you the ability to streamline data processing, and evaluate customer feedback which is essential in knowing customer requirements in order to come up with better ways to improve customer experiences.

Software comes after the labor and hard work produced by all people of a company, but definitely is a good investment that in time, and if used right, would be able to pay for more than itself.

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