

TOUCHCARE

Achieve Superior Customer Experience, Reduce Cost and Churn

We created the TouchCare solution because we know that you view your customers as more than just a sale; you see a lifetime relationship.

Key TouchCare Features

We are in the business of creating an exceptional brand experience. We accomplish this by focusing our Customer Care on the following:

Self Service. TouchConnect accelerates customers' adoption of self service through online engagement tools, enhancing the omni-channel experience.

Account Management. TouchCommerce will improve your company's ability to help customers manage their online accounts. By using our unique combination of tools, expert advice and program management, you will see higher customer satisfaction, reduced costs and increased revenue.

Customer Support. The goal of TouchCare is to map out the elements of not only the consumer's account management journey but the sometimes more important emotional journey. We help you meet your customers' needs and set them up for a low-cost, high-value, long-term relationship.

Customer Growth. TouchCare helps your business identify those moments where customers are in need of assistance or showing signs of confusion or frustration. It also helps you identify the account growth opportunities and proactively target those customers that have a high propensity to churn.



Why TouchCare?

TouchCare is a proactive customer engagement solution. We improve your online customer service performance by implementing measures to grow and strengthen your customer relationships across omni-channel environments..

HIGHLIGHTS

TouchCare is a unique online engagement solution that transforms the customer care journey through webchat, co-browse and automated solutions.

TouchConnect seamlessly transitions customers from expensive phone interactions to online channels for self-service.

We deliver customer satisfaction scores above 80%.

We focus on account support, service and retention with value in call deflection, first contact resolution and customer lifetime value.

