



Call Center



Lead Generation



Customer Service

In the age of technology, call centers are becoming one of the vital aspects of any business. Companies primarily use call centers to take orders and to solve technical problems. Because of the enormous increase in usage to call centers companies are now outsourcing this aspect of their businesses to save money.

In the past people usually bought most of their products such as televisions, dishwashers, and refrigerators at stores. If they had problems with the equipment they would usually contact the store to see what they needed to do to fix it. You would never order a big ticket item like this without at least going to see it.



Call Centers

are vital to the upkeep of big ticket items

Today almost everybody has a computer in their house, along with computer accessories like printers, CD burners and fax machines. These tools can often be difficult to use without the proper instruction. When people do not know what they are doing they often need lots of help along the way. This is where the call centers come in.

When people have trouble with their computer they do not want to have to go to the store they bought it multiple times just to get past the start screen. Also, most stores don't have the particular expertise on each model that you would find in the company that built it.

This has led to companies setting up call centers where people can call in and receive tips or instruction on how to use their machines. The people that work the call centers know all the basic problems and mistakes that are frequently made.

Companies will often take the retail stores out of the supply chain and use call centers as a way to sell their products. This means that the consumer can buy the product over the phone instead of going to a store. This allows the consumer to get the item at a lower price than they would in the store and the company has much better inventory control.



Companies are now

Outsourcing their call center needs

To keep up with the higher demand for call centers in their businesses companies are now outsourcing for call centers. This means that they hire a company that specializes in call centers to do everything they need.

There are many reasons for this.

Companies often are not built to have a call center staff. Due to the nature of taking calls, there could be many that come in at one time, or the phone might not ring for an hour.

It can be difficult for a company to try to gauge how much staff they need to supply for this. Outsourcing this also allows the company to not have to train people to take calls.



Go4Customer as call centre company hires takes care of all the training. Customer service skills training is vital for any company hoping to please its customers. With the right customer service training, your employees will know how to behave in the most difficult situations.

For example, they will learn how to focus on handling customers'™ complaints. Go4Customer is having inhouse training deptt which takes care of all such issues and ensures proper customer service as per company's expectations.



Dealing with customers

Dealing with customers is reasonably simple when the customer is happy. However, if you want to keep your customers, you need to have enough guest service training to know how to focus on those customers when they are upset. Customer service skills training prepares our agents to deal with upset customers.

When conflicts arise, the things our agents learn in customer service skills training help them immensely. With the focus they gain from the seminar, they will be able to negotiate through a bad situation, and turn it around. They will also learn how to stop misunderstandings before they happen. This is what we call as Proactive Customer Service which is Go4Customer Advantage over others.

Another pitfall in dealing with customers is expectations. In training, our agents learn the service skill to manage customer's expectations. They also learn to focus on taking responsibility for their actions, which is a skill that's woefully hard to find.

The results have been staggering. Our improved customer service has gotten us compliments across the board, and our percentage of return business has skyrocketed. We've put up **Customer Service Focus** because we've seen the benefits of professional customer service focus training. Implemented correctly, Go4Customer's focus on customer service can absolutely turn your business around.

Is your customer service call center equipped to meet the needs of your customers? When someone has a question or complaint, the last thing they need is to be placed on hold for fifteen minutes, or to get transferred from one person to another. Poor customer service can be enough to push someone to the competition, while great customer service can make your company stand out.

With Go4Customer you can relax and focus on core business while Go4Customer works on 24 X 7 to provide Proactive Customer Service to your customers.



CONTACT US



TOLL FREE NUMBERS

US : +1-888-795-2770

UK : +44-800-845-6515

India : +91-141-236-8166

Address:

India



Jaipur
Cyber Futuristics India Private Limited
 D-61, Shiv Heera Path, C-Scheme,
 Jaipur-302001
 Ph: 91-141-2366498/2368166/2363604
 Fax: 91-141-2363604
 E-mail: sales@go4customer.com

United Kingdom



Telefax +44-800-845-6515
 +44-870-135-8266

USA



New York
Mr. Jeff Daniel
 Sales
 Toll Free# 1-888-795-2770
 Fax 1(413)431-6833
 E-mail: jeff@cyfuture.com

Hong Kong



Telefax +85-2-3014-4239

Canada



Ph. +1-888-795-2770
 Fax: +1-514-370-3452

Germany



Telefax +49-8121-900-009048

Netherlands



Telefax. +31-84-730-1115