


Help Desk

The outsourced service desk

Are you looking to outsource your inbound call support?

Choosing the right call center is easy when you are prepared. Knowing what you want and communicating this upfront will go a long way toward a successful relationship with the outsource partner.

When you choose the right company, the call center will act as your own sales department, integrating seamlessly and being transparent to your customers.



The help desk can be a very important aspect of any business or organization that works with consumers. People all the time have various questions and support needs when it comes to working with a business or organization.

This can be something as simple as any inquiry about a product or service or something as complicated as making a return in order to receive a new product. Basically, the software helps to provide comprehensive customer service.

Taking care of customers is a very important aspect of helping them to become a repeat customer. If a customer has a problem with a company, notifies them through the company's stated method and receives no help whatsoever, they more than likely will never do business with the company again. This is not good for any company or organization.

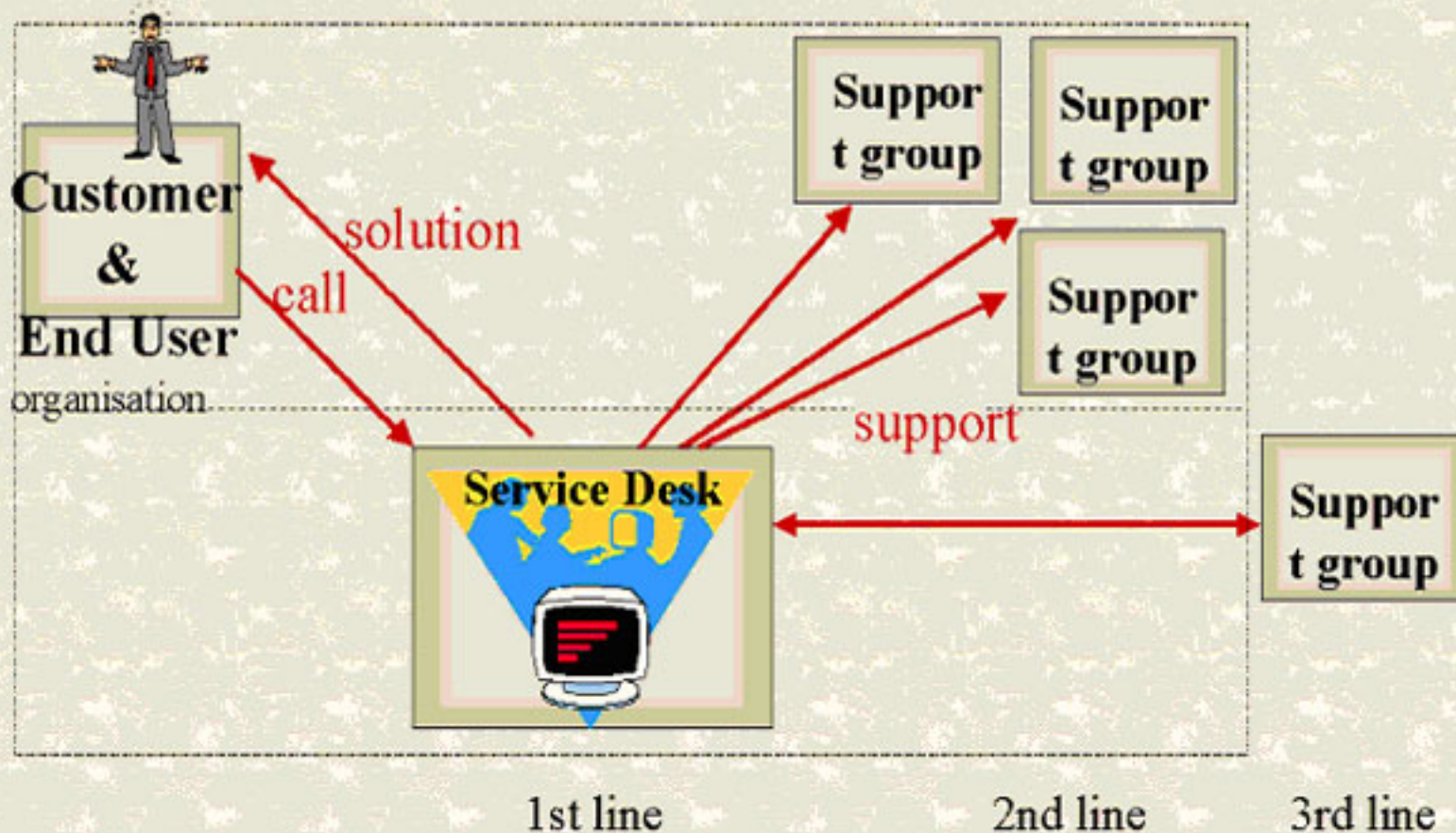
Taking Care of Customers with Go4Customer Help Desk

Go4Customer help desk provides a simple solution to businesses and organizations who want to improve their customer support. Software has been created that will automatically notify an individual that their request has been received and is being worked on. The software will literally track the customers request from start to completion and every step along the way.

When the individual customers request has been taken care of by the , the software can automatically notify the individual that their issue has been resolved. Another handy aspect is that many times an automatic e-mail can be sent to an individual that will answer their question. Help desk software is a great way of providing customer support while at the same time saving the company money in the area of the cost of providing customer support. The help desk application will do the work of many employees.



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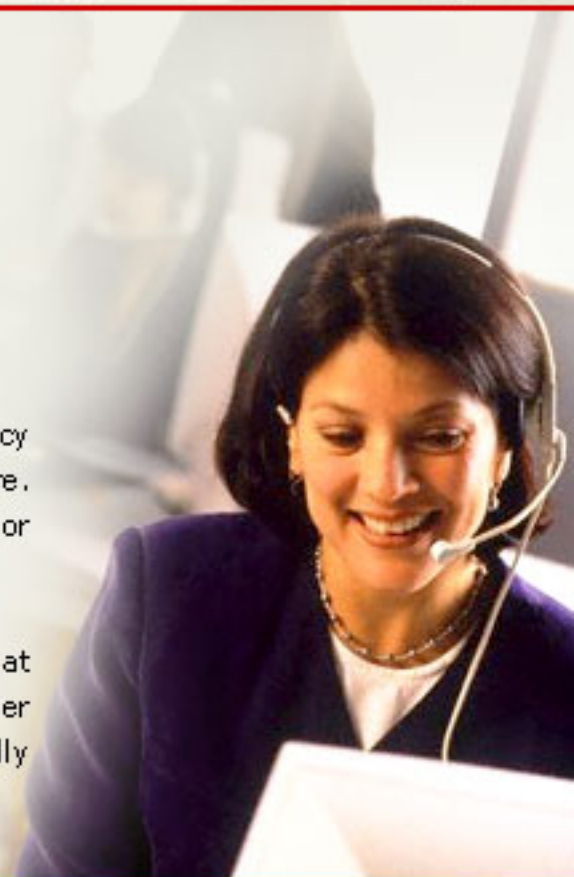


Our Help Desk Solutions helps

- Reduce Support Costs
- Improve Customer Satisfaction & Loyalty
- Increase First Time Resolution Rates
- Improve Agent Efficiency and Customer Response Times
- Boost First Time Resolution Rates

Go4Customer's help desk agents can also provide after hours support, escalating emergency calls to your staff via telephone, email, pager, instant messaging or any method you desire. We can even customize our system to deliver these messages to different people or distribution groups based on criteria set by you such as date, time of day, or type of call.

Messages that do not meet your emergency criteria can be scheduled for delivery at predetermined times. We can guarantee that there will be a rapid response from our customer service desk with the efficient call escalation system. Our automated system will automatically re-present the call to a telephone service representative until a response is received





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

Hong Kong



Telefax +85-2-3014-4239

USA



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

Canada



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

Germany



Telefax +49-8121-900-009048

Netherlands



Telefax. +31-84-730-1115