

Customer Care

Why outsource your customer care services?

Simple: to achieve the highest levels of customer service and technical support at the best value.



Customer retention and satisfaction are critical to the success of your business. But managing customer service efforts can be a drain on company resources. By outsourcing these functions to us, executives are realizing:

- Quality and efficiency improvements
- Competitive gain
- Measurable savings

To address your specific customer care needs, we offer a unique combination of:

- Customized solutions
- Qualified talent
- Global capabilities
- Proven methodologies
- Specialized technology

Customer Care Is Our Business

Outsourcing your contact center applications, or changing your current provider, can be a complicated and risky proposition. It's imperative to select a provider with the industry experience to proactively manage your business – and the flexibility to meet your customized requirements.

We are that, and more. We began providing outsourced customer care services in 1989 in select centers. Since then, we've expanded to 150 domestic and offshore customer interaction centers, which offer support in 20 languages.

We handle more than one million customer interactions daily in our state-of-the-art facilities. Our integrated suite of automated and live agent channels provides consistency and maximizes the customer experience across all touch points, including:

- Phone
- Social networks
- Chat
- SMS
- E-mail
- IVR
- Web-self service

We provide these services for a blue-chip client list, including leaders around the world in the telecom, high-tech, retail, eCommerce, manufacturing transportation and travel industries.

Our Customer Care Differentiators

One size does not fit all. Xerox clients rely on us to deliver tailored solutions for extraordinary results. Among our offerings are solutions for:

- Asset acquisition
- Achievement-based compensation
- CRM analytics
- Dedicated Strategic Business Units (SBUs)
- Financing
- Flexible support alternatives
- Global delivery
- Green initiatives
- Outcome-based sourcing
- Superior quality management
- Supportive organization
- Transition process expertise

Technical Support

- Broadband
- Consumer Electronics
- Hardware
- Managed Mobility Services
- Network
- Problem Resolution Tier I, II, & III
- Software

Outbound Services

- Account Activation
- Appointment Setting
- Claims Processing
- Customer Loyalty
- Health & Welfare Counseling
- Loan Consulting
- Soft Collections
- Welcome and Impact Calls

Sales

- B2B Inside Sales
- Contract Renewals
- Inbound and Outbound Sales
- Lead Generation
- Order Taking and Fulfillment
- Post-Sale Follow-up and Service
- Up-sell and Cross-sell

Relationship Management

- Customer Loyalty
- Employee Benefits Management
- Health and Welfare Counseling
- Retention

Business Intelligence

- Comprehensive Assessment Team (CREATe)
- CRM Analytics
- Data Warehousing
- Product Lifecycle Support
- Self Service IVR / Web
- Social CRM



Service Channels

- Multilingual
- Chat
- eMail
- IVR
- Social Networks
- Voice
- Web
- Spanish Only Support

Customer Service

- Billing Questions
- Fraud and Crisis Management
- Loan Servicing
- Problem Resolution
- Product Inquiries
- Service Dispatch

About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

You can learn more about us at www.xerox.com/businessservices.

