

Hazardous Area Monitoring For Industrial Plant Powered By IOT



CUSTOMER AND TECHNICAL SUPPORT

Helping users who need assistance or are having issues using your product is an important part of the customer journey. Help them with superior customer and technical support. Our team provides multi channel engagement by phone, e-mail, chat, remote access and social.



COURTESY CALLS OR SURVEYS

Courtesy follows ups after certain milestones is a hugely important yet overlooked part of the customer experience. We'll follow-up and call for you periodically, increasing your user's brand loyalty and providing valuable feedback on your product.



USER ONBOARDING

Get your customer experience right from the get-go with an awesome onboarding experience. We help your users set up and ready to go, while reducing the friction often experienced when using a new technology.



PRODUCT WALKTHROUGHS

Learning about what a product can do and how to use it for maximum value is often one of the keys to customer journey success. We train your user on the A-B-Cs of using your product – and on the HOWs of taking advantage of more advanced functionality.



PRODUCT IMPLEMENTATION OR CONFIGURATION

Getting new technology set up the right way from the beginning can determine whether your customers experience frustration or delight from the start. We help your customers integrate and connect your product with other devices, applications or data sources, or simply configure advanced settings.



OPERATIONAL METRICS REPORTING

We are helping your customers move through their journey with your product – but how are they doing and how are we? We prepare a weekly dashboard with the most relevant productivity, CSAT, SLA and CS metrics you need to manage to, or those that work within the goals of your customer success operation.



AUTOMATION THROUGH PROCESS

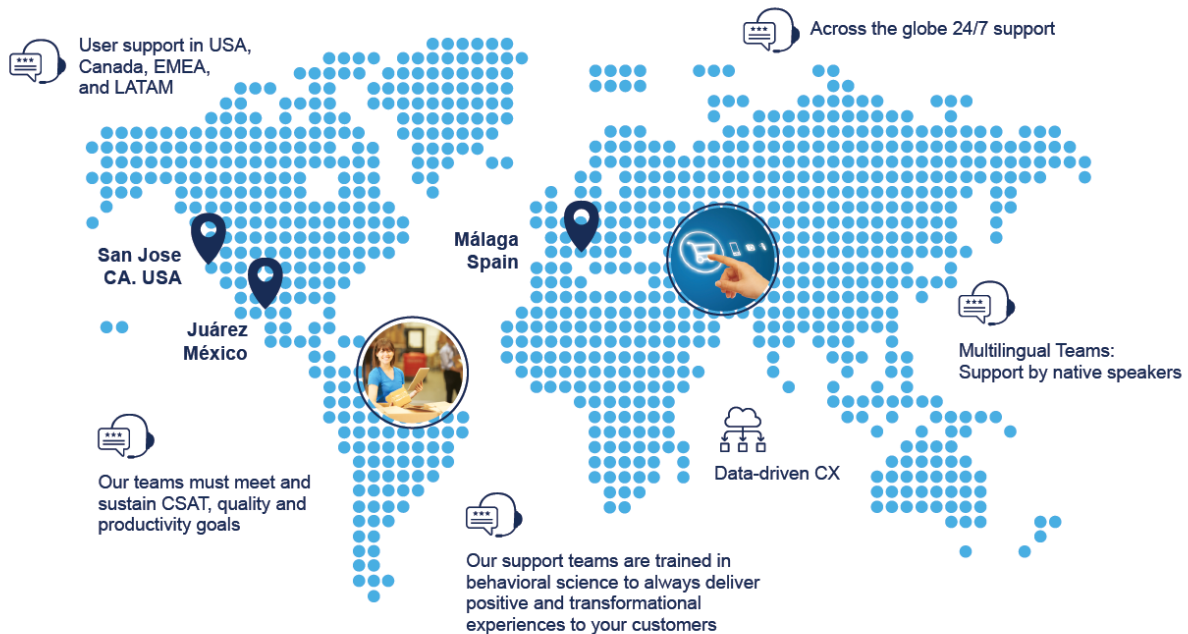
Our experts help you evaluate the state of your customer success operation, map your customer journey and design the right customer experience-building playbook as needed. From that playlist, we can then help you determine where and how it makes sense to insert our services -support, walkthroughs, follow-ups and others-, and execute a repeatable and predictable delivery of those services to your users



AUTOMATION THROUGH SERVICE TECHNOLOGY

We help you leverage technology to make your customer journey support operation efficient and scalable. Infolink-exp will help recommend, set up, or augment your current toolset with the right technology for your operation. This includes cloud-based technologies for self-help, interactive/virtual agent guides, ticketing/case management, phone, knowledge base, social and

other key tools needed for multichannel customer engagement. Our customer journey solutions are omnichannel and designed for technology and IoT companies. Our automation through both process and service technology enable our experts to help you achieve CX success.



MULTIPLE LANGUAGES

Support in several languages by native speakers



REGIONAL MARKETS COVERAGE

User support in INDIA for the open weather map in Api Key.



CUSTOMER EXPERIENCE ANALYTICS

Our Zahoree® analytics technology applies artificial intelligence to surveys, support cases, product reviews, and other sources of customer feedback and behavioral data. We deliver unique visibility into your customers' journey with your product and brand.



TRANSFORMATIONAL CX

Team focused on delivering a transformational customer experience to users, not just fixing problems or answering complaints.



OMNICHANNEL SUPPORT SOLUTIONS

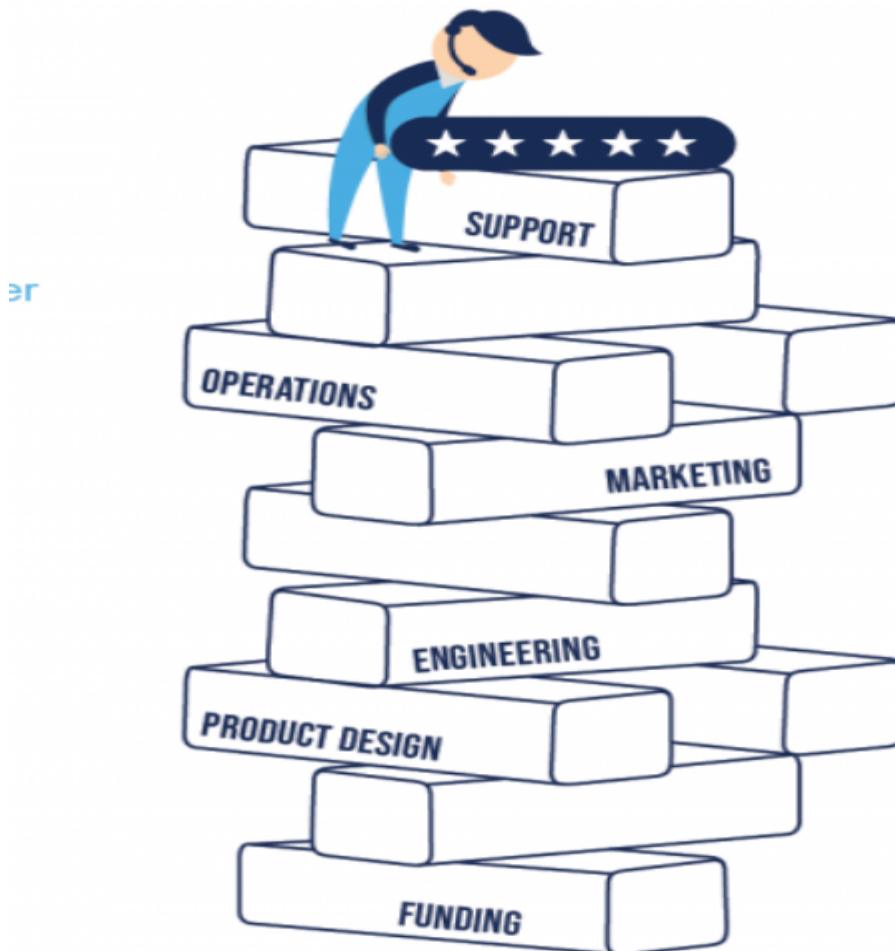
Omnichannel CX support solutions especially for e-tailers in the fashion-apparel, customer electronics, and fitness sports arena.



E-RETAILER SUPPORT TEAM

Our teams can help you scale your support operations at any touch-point of your customer's journey, from order tracking, returns, exchanges, to shipping. Our operations centers can also support any customized service such as loyalty programs, subscription management and/or any other customer service inquiry.

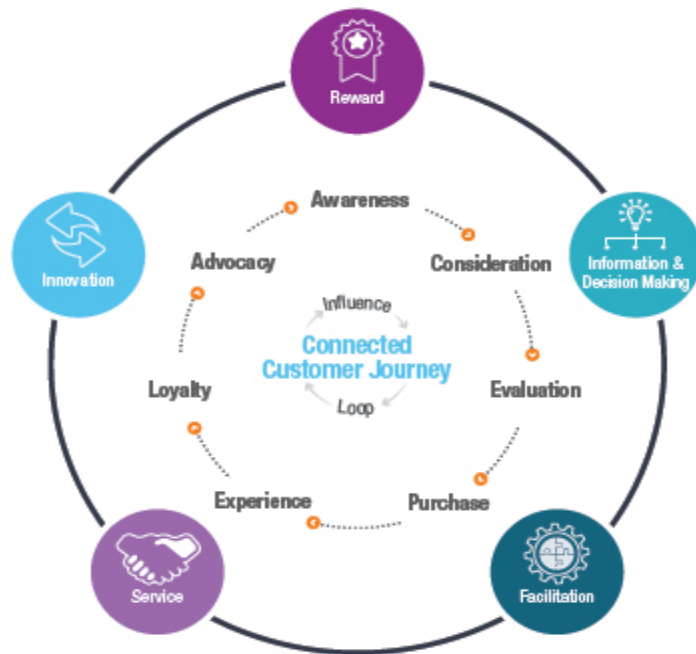
Our Growth



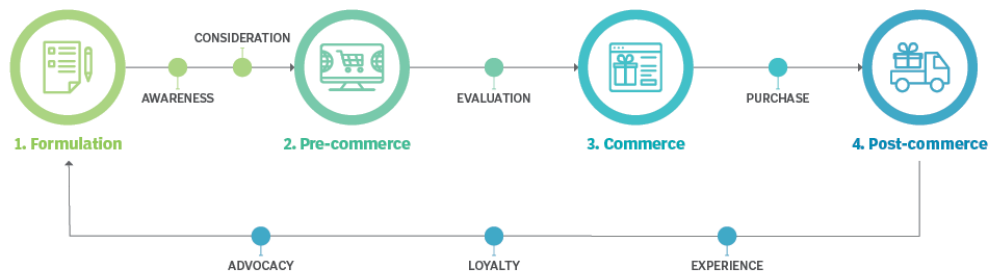
OUR PROMISE TO YOU

- We focus on the business outputs you ultimately seek,
- We deliver a superior customer experience geared to increase retention and expand revenue
- Peace of mind. Guaranteed. Because we live and breathe your customer's CX success.

Improves customer relation



The customer journey loop



IOT Unit installed Base

