

Phone Support Provider

Written by prim3geek

Tuesday, 09 December 2008 23:50 - Last Updated Friday, 01 October 2010 10:10

Are you in need of phone support service? Try our Phone Support, an affordable customer support agents with English primary language.

If you wanted to make your program unique and professional who wants to simply impress their clients and gain reputation then this package is very much suitable for you. Our Phone Support are base in USA so the agents speaks English fluently other languages may be available upon request.

Typical Phone Support Package

- Typical phone support is a randomly generated phone number.

- If you wish to have a vanity Phone number like 415-7angels or 415-726-4357 additional **\$99** will be charged monthly.

Features:

FREE Voicemail, when the phone support is offline all phone calls will be redirected to a voicemail service.

FREE Call Blocking, we can block certain phone numbers, useful for prank callers.

FREE Online fax service, every documents that has been fax to us will be forwarded on your email

FREE Call conferencing, for some instances owners / admin /supervisors is required to talk to clients with this feature we can connect the owners to the clients at requests.

FREE Call Forwarding very useful if the owner wanted all the phone calls redirected to his personal phone. **(USA are only)**

Pricing:

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Business Days support Monday to Friday 9am - 5pm 8 hours a day.

1 support Agent = **\$360 / month** or **\$999 for 3 months** or **\$1900 for 6 months** or **\$3699 for the whole year**

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2 support Agents = **\$700 / month** or **\$1999 for 3 months** or **\$3899 for 6 months** or **\$7599 for the whole year**

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3 support Agents = **\$2000 / month** or **\$5799 for 3 months** or **\$11399 for 6 months** or **\$22798 for the whole year**

Typical Toll Free Phone Support Package

- Typical toll free phone support is a randomly generated phone number.

- If you wish to have a toll free Vanity Phone number like 1800-7angels or 1-800-726-4357 additional **\$99** will be charged monthly.

Features:

FREE 200 minutes of phone time / monthly consumable credits, exceeding minutes will be charged to you.

FREE Voice-mail when the phone support is offline all phone calls will be redirected to a voice-mail service.

FREE Online fax service, every documents that has been fax to us will be forwarded on your email

FREE Real Time & Historical Details, we will give you an online access to your account to view the call history

FREE Call Blocking, we can block certain phone numbers, useful for prank callers.

FREE Call conferencing, for some instances owners / admin /supervisors is required to talk to clients with this feature we can connect the owners to the clients at requests.

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FREE Call Forwarding, very useful if the owner wanted all the phone calls redirected to his personal phone. **(USA are only)**

FREE Set Max Call Length, if you are tight on budget and doesn't want to pay more for the credits set a max call length for every call support

FREE Account Login and Management

Pricing:

Business Days support Monday to Friday 9am - 5pm 8 hours a day.

1 support Agent = **\$670 / month** or **\$1999 for 3 months** or **\$3899 for 6 months** or **\$7599 for the whole year**

2 support Agents = **\$1299 / month** or **\$3799 for 3 months** or **\$7499 for 6 months** or **\$14800 for the whole year**

3 support Agents = **\$2499 / month** or **\$7399 for 3 months** or **\$14699 for 6 months** or **\$29000 for the whole year**

NOTES:

- As of now we have a limit of 3 agents per program, if you are in need of more than 3 agents pls. contact our support, we can provide 5 max agents but depends on availability.
- Once Phone Support was ordered it will be ready in less than 3 weeks, 5 business days for the Phone setup, 5 days Training and Familiarization.
- You have to provide your FAQ, document, do's and don'ts and agent's boundaries.
- Admin back-end access may required, so you need to provide our agent an access to your admin back-end, Privacy and website safety is our primary concern we will not open your admin backend unless its needed and we will only open it on safe and virus free environment.
- For other inquiries pls. contact our customer support.