

TRG Technical and Product Support

SUSTAIN YOUR CUSTOMERS' SATISFACTION BEYOND THE SALE



Congratulations!
Customers are choosing your product or service. Will these purchases lead to a profitable long-term relationship or buyer's remorse? It all depends on your post-purchase support. With the right solutions, people and technology, TRG is the right choice to deliver technical and product support that drive satisfaction and build customer loyalty.

HIGH TOUCH SUPPORT FOR YOUR PRODUCTS AND SERVICES

- Minimize your cost and maximize your customers' satisfaction, by employing TRG's call-avoidance strategies and strive for first call resolution.
- TRG's broad expertise includes electronics, high speed internet services, personal computers, software and other consumer products. And, we can support Level 1, Level 2 and Level 3 problems.

CUSTOMIZED, BRAND-CENTRIC SOLUTIONS

You have built a unique brand in a specialized industry. Your customer care services should be equally distinct.

- TRG tailors all client programs to perfectly match to your needs. We invest the time to fully understand your brand, your industry and your customers.
- Choose from onshore and offshore contact centers, outsourced or co-sourced implementation, multiple communication channels including voice, chat or email, and dedicated or shared staffing models.

PEOPLE & PROCESSES TO REACH YOUR GOALS

Our staff thrives in a culture of excellence, from TRG's leadership to the front-line people talking to your customers.

- With agent-to-trainer and agent-to-manager ratios among the industry's lowest, you can count on world class workforce management to deliver exceptional customer experiences.
- Selective hiring, career pathing, rigorous training and common technology platforms ensure consistency and quality.
- Custom analysis and reporting of operational and strategic metrics provide insight into your customers and a framework for continuous improvement.

HARNESSING TECHNOLOGY TO ENHANCE SATISFACTION

Better technology produces better results. We employ industry leading software and state-of-the-art infrastructure. We also use our ingenuity and expertise to develop innovative proprietary systems.

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- Our global technology infrastructure includes two North American data centers and a redundant MPLS network for VoIP and data communications.
- SATMAP call mapping software raises customer satisfaction scores and cuts costs. This TRG-developed neural network engine uses artificial intelligence principles to match callers with the agent most likely to satisfy them.

SALES-FOCUSED PHILOSOPHY

Our goal for every customer contact is to create a favorable, lasting impression of your brand that will drive higher sales.

- Research shows inquiring customers whose issues are resolved correctly and quickly will buy from you again. We deliver expedient, caring product support and problem resolution.
- Agents know how to recognize and convert up-sale and cross-sale opportunities, turning every customer call into a revenue builder.

THE RIGHT FIT FOR YOU

We understand that your company and your customers are unique. You won't have to fit your needs to our business model.

- Creative partnering strategies are a hallmark of our client relationships.
- Through co-sourcing and other inventive implementations, you can leverage existing resources, while adding new capabilities and capacity.
- Benefit from brand-centric, fully scalable product and technical services that control costs and quickly adapt to accelerating or cyclical volume.

At TRG Customer Solutions we consider ourselves a strategic extension of your business. Our steadfast focus is on making the right connections with you and between you and your customers. We are fully committed to delivering everything you want from your global outsource partner.



COMPREHENSIVE SERVICES

- Technical support
- Product support
- Consumer affairs
- Billing inquiries
- Customer care
- Loan servicing
- Member services
- Interactive voice response
- E-mail and web services

TRG OFFERS:

- On-shore, near-shore, and off-shore locations
- Multi-channel interactions – IVR/Phone/Fax/Mail/Internet
- Outsourced or co-sourced implementation
- Multi-lingual capabilities
- Intelligent call routing – **SATMAP**
- Best-in-class technology and infrastructure platforms



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