

CLIENT

The CLIENT is a leading provider of VoIP based home phone and long distance telecommunications services to residential and businesses in Canada. With over 10 years of experience in providing high level communications, the CLIENT positions its services on basis of Value, Quality, Reliability, and Unmatched Customer Care.

PROJECT DESCRIPTION

- Provide a high value English-based customer service function.
- Respond to IB customer calls to help resolve billing issues, update customer records, register technical complaints, upgrade/downgrade plan selection, etc.

KGISL EDGE

- Analytics driven Operational & Dialer teams to drive optimal performance while maintaining complete operational compliance
- State of the art Quality Management System
- ISO 9001:2015 & PCI-DSS compliant processes & infrastructure
- 100% outcome based pricing models

60,000
Calls/
Month

Improved
Answer
levels from
97% to 98%

Improved
customer
satisfaction
60% to 85%

Increased
Call Quality
Scores from
80% to 85%