SPN
SECURE PATH NETWORKS

TELECOM. UNTANGLED.

Contact Center Services

Lower operational costs

Improved service levels

Greater information management

Operational flexibility

- Telecom Support Expertise
- 24 x 7 x 365 Inbound Customer Support
- Enterprise/Multiple Location Coverage
- Real-time Issue Status
- Real-time Issue Reporting
- Scripted Support for Rapid Responses
- Front-end to MACD Service
- Integrated Support Process with over 75 Carriers
- Full Support History Available Per Call

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CONTACT CENTER SERVICES

Telecom infrastructures have become highly integrated in bridging multiple-location, enterprise companies into one consolidated and virtual entity. The maintenance and uptime of these infrastructures is paramount to the companies that utilize them.

SPN offers a 24 x 7 x 365 call center to help resolve telecommunications issues as they arise. With our proprietary MACD management system, CMS, we can quickly find information about any assets you are having difficulties with and rapidly open up a trouble ticket with the carrier or vendor responsible for resolving those issues.

Our call center works closely with our MACD service and can track the issue until it is resolved – keeping you informed along the way.

Around the Clock Support

Our inbound customer care is available on a multi-tiered agent, 24 x 7 basis, and can address technical support and customer service activity. Fully customized IVR scripts, along with tailored knowledgebase content, insures efficient and effective handling of customer care issues. Fee structures for these services can be on a metered or fixed rate basis.

Front-end to MACD Service

Our MACD service is designed to assist our customers with the management of existing voice and data lines. The customer care center can be utilized to open up MACD requests in a timely fashion and complete any orders scripted to complete before routing to the MACD team. This can sometime improve the response time of MACD requests.

Customer Care/Management Software Applications

To insure a high level of effectiveness within our own contact center, we have developed a proprietary suite of applications to automate and enhance the functions of CRM, knowledgebase management, asset management, and self-service customer care. Pricing for survey campaigns can be on a metered or fixed fee basis.

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