

# **Inbound Customer Service**

## **(Voice, Chat, Email, and Social Networking Sites)**



2F BJS Bldg., 1869 P. Domingo St., Makati City 1206

[Info@techpryme.com](mailto:Info@techpryme.com)

[www.techpryme.com](http://www.techpryme.com)



# Table of Contents

|                       |   |
|-----------------------|---|
| About the Company     | 2 |
| Key Features          | 3 |
| Why Choose Techpryme? | 5 |
| Other Services        | 6 |



# About the Company

At TechPryme, we're dedicated to understanding our clients' unique needs. By tailoring technology and business process outsourcing solutions, we exceed expectations and build lasting partnerships based on mutual success.

Our team of experts seamlessly integrates innovation with an in-depth comprehension of your business landscape, ensuring that our solutions are not just advanced but intricately customized to empower your business like never before.

## Our Mission

Provide reliable solutions that are relevant, intuitive, and adaptable to all types of businesses.

## Our Vision

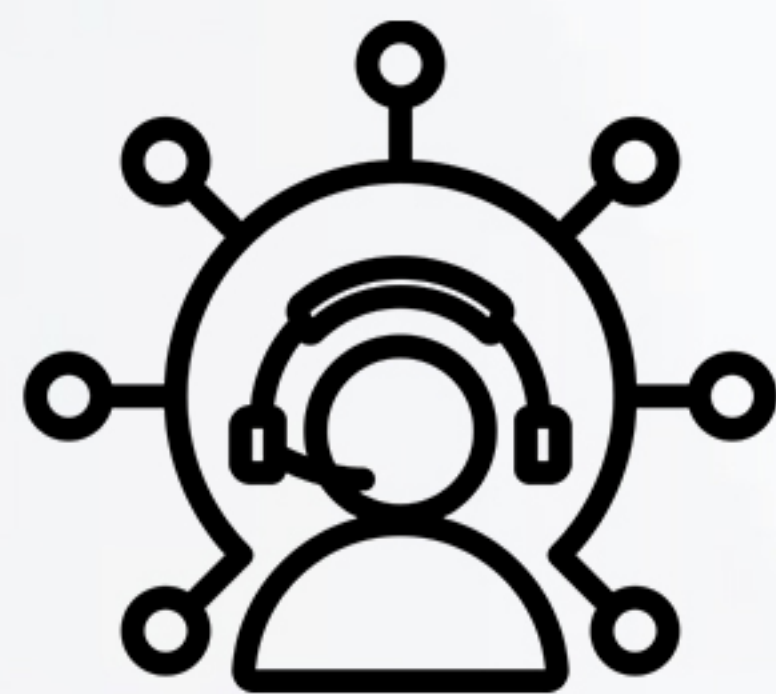
To be Your Go-To technology enabled solutions partner.



# Delivering Exceptional Support, One Interaction at a Time

At TechPryme, we understand that exceptional customer service builds trust and loyalty. That's why our Inbound Customer Service – Voice and Chat solutions are designed to offer your customers a seamless, professional, and highly responsive experience across every touchpoint.

## Key Features



### Multi-Channel Support

Provide assistance through both voice calls and real-time chat—ensuring customers can reach you through their preferred platform.



### Professionally Trained Agents

Our support agents undergo comprehensive training to handle customer queries, complaints, and technical concerns with empathy, accuracy, and efficiency.



### 24/7 Availability

Round-the-clock support to make sure your customers are never left unanswered—day or night, weekends or holidays.



### Real-Time Monitoring & Analytics

Get valuable insights into customer behavior, call/chat volumes, and resolution rates to help you make informed decisions.





### **Customizable Scripts & Workflows**

Tailor the service to fit your brand tone, industry requirements, and specific business goals.



### **Real-Time Voice Support**

Our dedicated team of highly knowledgeable customer service representatives is committed to addressing your customers concerns promptly, answering queries with precision, and delivering immediate solutions.



### **Efficient Chat Services**

Engage your customer in text-based communication with our dedicated representatives who are readily available to assist them promptly.



### **Comprehensive Technical Support**

Our dedicated technical support team is here to serve you. Count on our experts to assist in troubleshooting any issues and getting your systems back



### **Issue Resolution**

Discover swift and effective issue resolution at Techpryme. No matter the nature—be it a product concern, billing inquiry, or technical issue—our dedicated team is committed to promptly resolving your problems.



### **Social Networking Sites Monitoring**

We understand the importance of staying connected in today's digital world. Our Social Networking Sites Monitoring ensures we stay on top of online conversations, feedback, and trends across platforms.



# Why Choose TechPryme?

At TechPryme, we understand that customer experience is at the heart of business success. Our Inbound Customer Service solutions—via Voice and Chat—are designed to provide professional, efficient, and personalized support for your customers 24/7.

Whether it's answering product inquiries, resolving concerns, processing orders, or simply assisting customers in real-time, our trained representatives ensure every interaction reflects your brand's values and commitment to excellence.

## **Enhanced Customer Satisfaction**

Fast, friendly, and knowledgeable responses that increase customer loyalty and brand perception.

## **Cost-Effective Support**

Outsource your customer service without sacrificing quality—reduce overhead while maximizing performance.

## **Scalable Solutions**

Whether you're a startup or a large enterprise, our services grow with your business needs.

## **Bilingual & Multilingual Support**

Serve a wider audience with support in multiple languages.



# Other Services



## OEM (HARDWARE)

- Professional Display, Laptop, Desktop, Commercial TV, and Server



## MANAGED IT SERVICES

- Onsite Tech Support
- Tech Installation and Upgrades



## TECH PRODUCTS & SERVICES

- Order Fulfillment System
- Custom Development Services
- Development Services



## BUSINESS PROCESS OUTSOURCING

- Inbound Customer Services (Voice and Chat)
- Back Office Support Services
- Remote Tech Support Services (T1 & T2)



## SOFTWARE

- LiveChat
- Freshworks



**Hewlett Packard  
Enterprise**

**Panasonic**

  
**LiveChat**



**McDelivery**

 **freshworks**

