

Webhelp email management

Orders, technical support, inquiries, claims... businesses receive all kinds of email.

E-mail processing directly affects the image that customers and prospects have of a company and may in some cases be the main channel of communication.

With the development of the Internet, companies are facing growing volumes of electronic mail.

Your goal is our priority: Sorting your incoming e-mails and replying in a fast and coherent manner.

The benefits of Webhelp's e-mail management offer

- **Promptness** : Webhelp processes your emails in 24, 48 or 72 hours depending on your requirements. This efficient turn-around avoids receiving a second email or phone call from your customers if they have not received a reply in a short period of time.
- **Control of processing costs** : Control of processing costs: the reduction of offshore labor costs and rationalization of inquiries through the Webhelp e-mail management system mean you considerably reduce your processing costs. The cost of the Webhelp email solution depends on volume.
- **Quality** : our operators pay special attention to syntax, relevance and personalization when replying to a message. These are all important matters that help enhance the corporate image with customers.
- **Flexibility** : our operators have flexible schedules and we can upscale the teams to meet variations in volume. This reactivity ensures swift processing of customer emails to meet your time and service constraints
- **Email strategy optimization** : launch of forms for web users, standard answers, procedures for escalation processing. These are just some of our talents at your disposal via our Account Directors.

Webhelp tools and technical infrastructures

[Click here to see the technical specifications in PDF format](#)