

Our skills

Contacting and winning new customers, creating loyalty and helping them, optimizing their customer portfolio, running their databases... Webhelp addresses all customer relationship requirements on the different contact channels (voice, e-mail, chat, ...).

Click on each requirement to see the related services in detail



Acquisition

- **Order taking / acquisition** : winning new customers with outgoing and incoming calls
- **Telesales / Telemarketing** : outgoing telephone campaign to sell to customers or prospects.
- **Lead generation** : outgoing telephone campaign to detect interest of clients / prospects in a specific offer. The calls may be concluded with appointment scheduling.
- **Appointment scheduling** : outgoing campaign to schedule appointments for the sales team

Manage

- **Customer Service** : processing orders and providing assistance for existing customers to satisfy their requirements and therefore create loyalty
- **Technical assistance** : solving technical problems encountered by the customers
- **Debt collection** : reminders for customers with unpaid bills
- **Account management** : personalized assistance for customers about how to manage

their accounts. We provide the best solution tailored to their profile and requirements.

Loyalty

- **Claim management** : investigating and processing dissatisfied customers
- **Developing loyalty** : dissuading customers who wish to end a contract
- **Up-sell / Cross-sell** : Up-selling or cross-selling to a portfolio of existing customers