

## Telecom / Media / Hi Tech

In an extremely competitive market, telecom operators, equipment manufacturers, media and associated service companies must continually adapt to reach their strategic targets :

- constant innovation to offer products and services tailored to customers and their markets,
- improving customer knowledge,
- opening up to new channels of distribution,
- quickly adapting to regulatory changes.

...These represent many opportunities with an impact on customer relationship management.

In this context, Webhelp provides its expertise to businesses in the telecom and media industries, helping anticipate and meet customer expectations, and helping them implement new services.

### Our areas of expertise:

- New customer acquisition
- Technical assistance
- Sales assistance
- Retention / Anti-churn programs
- Cancellation