

Customer Service

VOICE, CHAT & EMAIL SUPPORT



Our Philosophy

Good customer service is all about building a relationship with your existing and prospective customer base. Aptigenz focuses on three basic elements of customer relationship management - customer care, customer growth and customer acquisition.

Customer service is an important component of any business operations among other components like Admin, HR, Finance, Operations.

For a successful enterprise, simply attaining new customers will never prove to be enough especially when your aim is to maintain happy customers. In today's business world, specialized customer service is essential for customers to utilize the true value of products/services. Customer Services have direct impact on customer retention.

Most companies invest huge amounts with the aim to build a stronger customer base. Selection of a particular customer service always tends to matter when you embark on a huge base of potential customers. So why not choose and maintain a new age customer service program that brings you best experience with highest CSAT?

Customer Service @ Aptigenz

With 6 years of customer service experience, Aptigenz has developed expertise in customer service to meet the growing needs of all our clients. We are well equipped technically and operationally to handle your inbound customer service traffic to provide exceptional service letting you focus on your core areas.

Aptigenz is a leading player in offering customer care services. We bring you comprehensive customer support programs to deliver expected results. We believe customer service is the vital aspect of any customer-centric business. In order to make you win large number of customers and retain them, we implement specific strategies to meet business goals.

Customer service is the face of a company and through this service you can build or break your own reputation. Aptigenz involves itself in the entire process of planning, organizing and delivering exceptional customer support services. Our services emphasizes on important SLAs namely, FCR, AHT, CSAT and soft skills based on the client requirements.

Specialization Areas

- Customer Queries
- Product Lifecycle Support
- Billing Queries/Refunds
- Multi-lingual Support
- Dispute Resolution
- Subscriptions/Renewals
- Quality Assurance
- Content Moderation
- Customer Retention

Results

Apart from industry standard metrics like NPS, CSAT, we are confident of achieving remarkable customer retention. Beyond retention, happy customer base will result in upsells and cross-sells.

