



Who we are



Andriy Lushpak
CEO

GotYourBack Support is not just a name, it's what we stand for in our relations within the team, with our customers and partners. We firmly believe that every business is a customer service business and that relations win over transactions. Years of experience, technical expertise, best in class SLAs and a talented staff is our baseline. Every one of us has to deal with all sorts of issues on a daily basis and contacting support should relieve some of that pain but unfortunately, it often causes, even more, therefore we are saying out loud WE GOT YOUR BACK and we are committed to walk our talk.

What we offer



**Customer
Care Services**



**Technical
Support Services**



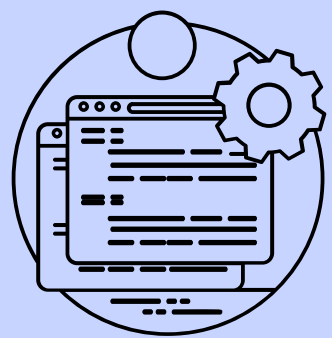
**Sales Outsourcing
Services**



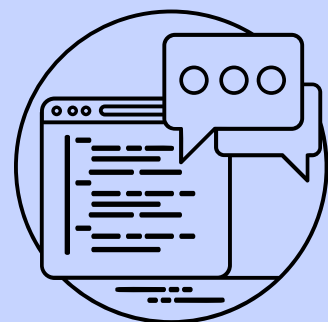
**Quality Assurance
& Compliance**

Customer Care Services

To ensure our clients are loyal and satisfied we deliver awesome customer care by dealing with all billing & warranty related questions, complaint investigation and resolution, refunds processing. It allows us to make sure that we give outstanding customer care and provide them with the necessary support during customer journey.



**Product &
Service
Onboarding**



**Information
On Products
& Services**



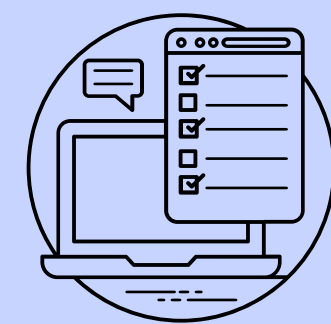
**Complaint
Handling &
Resolution**



**Orders
Management**



**Billing
Support**



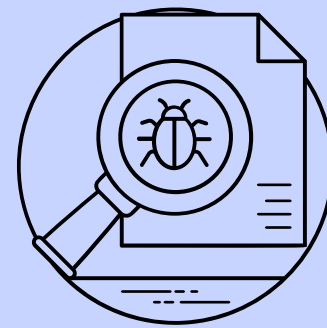
**Refunds &
Chargebacks
Processing**

Technical Support Services

With GYB Support tech agents our clients get a hold of superior tech help. Our experts have strong tech skills and cover nearly all styles of software and gadget-related technical troubles. Tech agents troubleshoot problems quickly and efficiently which enables them to deliver qualified service increase essential customer service metrics - NPS, CSAT, CRR.



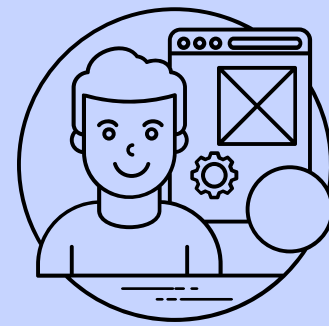
**Product
Activation &
Support**



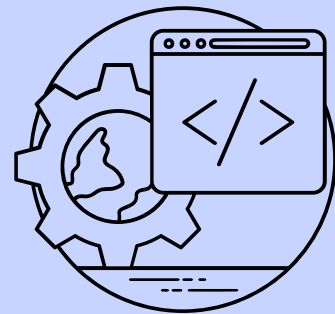
Troubleshooting



**Individual
Requests
Handling**



**Software
Support**



**Remote
System
Diagnostics**



**Remote
Computer
Maintenance**

Sales Outsourcing Services

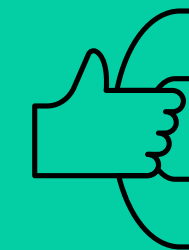
GotYourBack Support is genuinely dependent on forming IT Support by giving predominant client Benefits. Our deals operators have created immaculate people and deals aptitudes that encourage to change over the most extreme assortment of request into deals inside the handiest implies. So we tend to check that our accomplices get best-in-class deals benefit that makes a difference and helps them scale back costs and increment their income.



Inbound & Outbound Calls



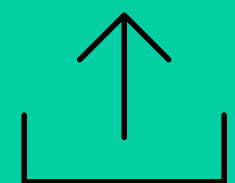
Upsells / Cross-sells



Customer Onboarding



In-app & Web Chats



Upgrades



Sales Training Services

Quality Assurance & Compliance

The strategy of our business is to give qualified and compliant service. We maintain our great standards at a high level and comply with all external policies on the market. We monitor all styles of inquiries to ensure our customers get the best service. Our QA team also performs an in-depth evaluation of business processes based on customer service metrics and other key performance indicators - to evaluate the level of compliance with world service standards and legal regulations.

- **Direct-to-customer Communications Checkup**
- **Internal Policies Setup & Adjustment**
- **QA Scorecard Setup**
- **Quality Assessment On All levels**
- **Customer Feedback Investigation**
- **Risk Management**
- **Refunds & Chargebacks Analysis**
- **FTC/TCPA Compliance, Anti-spam Laws**