GotYour Back support

Service Presentation & Business Opportunities

with GotYourBack Support

Content

GotYourBack Support is not just an outsourced support team. It is the main tool for building trust and open relationships with your customers.
We are your own voice of the brand.

Founded   2019

Team members   50+

Happy customers   7000+

Successful partnerships   8 and growing

REVIEWED ON
Clutch
★★★★★
4 REVIEWS

★ Trustpilot
★★★★★
We are rated **excellent**

See our reviews: Clutch   Trustpilot

Customer Support Solutions

Product & Service Onboarding

All activities involved in introducing a new customer to your company product or service, making client's experience as smooth as possible.

Complaint Handling Services

Quick, confidential and cost-effective solution for end-to-end bespoke complaint handling services that help to avoid your business reputation damage.

Orders Management Services

Digital way to manage the lifecycle of an order, that tracks all the information and processes, from order entry to after-sales service.

Billing Support Services

Solutions and tools to identify and fix issues during the full cycle billing process when they do occur.

Appointment Scheduling

Appointment management solution, that makes it easy for product/service providers to manage receptions that provides the efficient use of your time.

Help Desk Services

The systems that aimed to automate the processing of customer requests, increase the level of service provided and reduce the time for solving problems.

Virtual Receptionist Services

A comprehensive set of online business solutions that provides you with a digital platform for remote execution of operations.

Back Office Services

The company department that makes registration and account of operations related to the company's finances.

Call Center Services

A customer interaction center through incoming and outgoing phone calls that analyzes requests and promotes a brand, goods or service.

Answering Services

A high-quality professional answering team that presents your business in a positive light to customers, as well as customer satisfaction and retention rates.

E-mail Services

This solution offers a technical infrastructure and a software tool with a graphical user interface to manage the sending of emails quantitatively and qualitatively.

Telemarketing Services

Process of selling, soliciting or promoting a product or service over the telephone that is the most cost-efficient, flexible, and statistically accountable medium available.

Social Media Support Services

The practice of using social tools to resolve customer questions or concerns, which allows customers to reach your team on the platforms they already use.
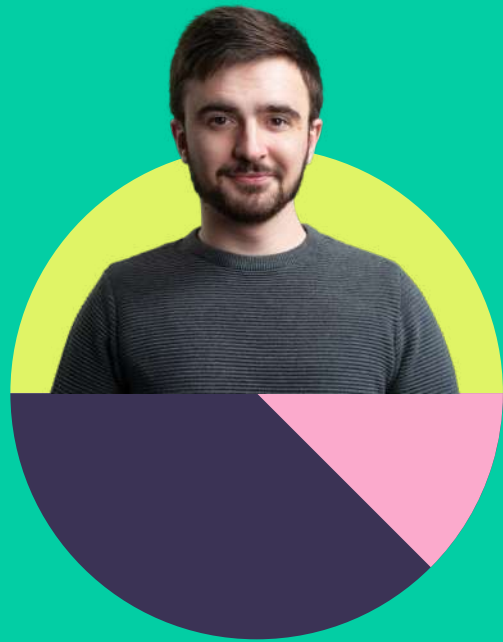
Direct Sales Solutions

Direct Sales Services

A type of sales that implies direct contact between a seller and a consumer without involving any third parties via inbound or outbound calls.

Customer Onboarding

Explaining the consumer journey and clarifying the app functionality to the user. Improving customer experience.

Upsells and Cross-sells

Selling the main product plus additional ones. Covering revenue risks and increasing sales and revenue.

In-app and Web Chats

Different sales activities both inside the application and on the web. Increasing sales and customer/user base.

Upgrades

Current service plans prolongation. Increase of Revenue and Customer LTV.

Sales Training Services

The personal development of skills and techniques related to creating and exploring new sales opportunities, as well as closing sales for an organization.

Telemarketing Services

Act of selling, soliciting or promoting a product or service over the telephone that is the most cost-efficient, flexible, and statistically accountable medium available.

Customer Retention

The process of engaging existing customers to continue buying products or services from your business that enables you to form lasting relationships with consumers.

Technical Support Solutions

IT Help Desk (T1-T3)

The single point of contact between the IT service provider and users for day-to-day activities where you can manage incidents and service requests.

Technical Troubleshooting

High-quality optimization of customer's computer/device + custom request that is not covered by the regular servicing (printer setup, Internet issues, etc)

Software Support

Troubleshoot of software problems or help with software usage + billing question + communication with dev team if it needs by providing all the necessary information.

Remote System Diagnostics

Remote diagnostics of all the software and hardware related issues with the help of special remote tools and recomendation in case of hardware issues by certified specialist.

Remote Computer Maintenance

Securely dialing into your customer's computer, resolving issues they have, monitor the computer continuously for threats and vulnerabilities.
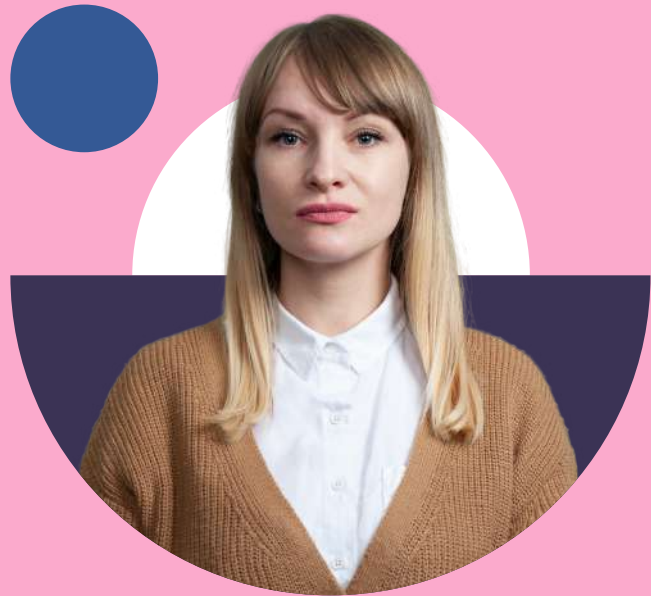
IoT Support

Connecting any device with an on and off switch to the Internet. It includes everything from cell phones, coffee makers, and almost anything else you can think of.

Security Services

Troubleshoot and providing guidance & recommendation about security requests for Browsing, Identity, Money, Network, Device & Files areas.
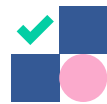
QA & Compliance Solutions

Quality Management Systems Setup

Setup of a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives.

Business Stats and Metrics Analysis

A process of quantifiable measuring of core business stats and analytics that is used to track and assess the status of a specific business process.

Quality Monitoring and Control

Evaluating and recording of quality activities to measure project performance and make recommendations for change if necessary.

Internal Policies Setup

Process of creating high-level guidelines that define the culture of an organization by shaping decisions and providing a framework for daily activities.

QA Scorecard Setup

Building a quality assurance program that serves to reduce noncompliance, avoid customer experience mistakes and other errors that could occur internally.

Customer Feedback Investigation

The process of clarifying, managing, and resolving customer complaints with further analysis of its reason in order to avoid similar issues in the future.
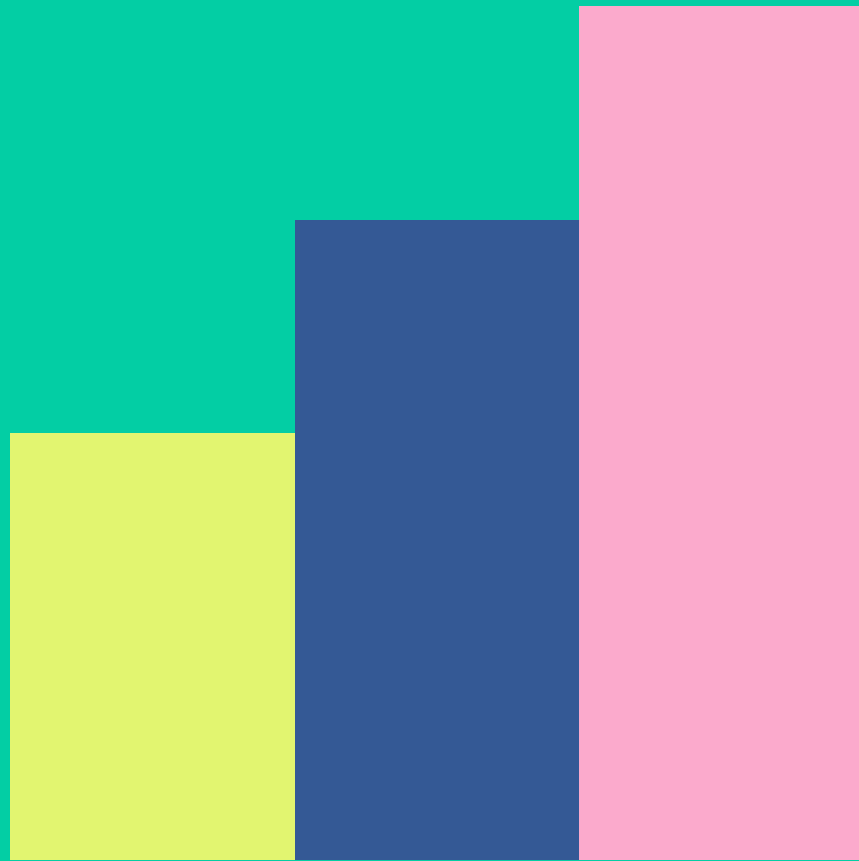
Refunds and Chargebacks Analysis

Assessment, identification of reasons and analysis of each individual case refunds and chargebacks in order to reduce their number in the future.

Business opportunities with GotYourBack Support

Option 1

Promoting Remote Tech Support to Your Customers

- ✅ CTA implementation on the product's Thank you page

- ✅ Customers see an option of call or chat to get the assistance

- ✅ During the contact, we're activating the software and onboarding customer with its basics

- ✅ Proposing system check-up

- ✅ Selling GotYourBack Premium Technical Support

- ✅ Revenue sharing model

Option 2

Customer Support and Success

- ✅ Customer Onboarding

- ✅ Helpdesk via Omnichannel

- ✅ Billing Request Handling

- ✅ Order Processing and Management

- ✅ Customer Feedback Processing

Option 3

Support your app

- ✅ Tier-1 or Tier-2 of Tech Support via Omnichannel

- ✅ Helpdesk

- ✅ Billing

- ✅ Troubleshooting

- ✅ Customer Feedback Processing

- ✅ Training of product usage for the customers

- ✅ System setup and configuration

Option 4

Sales Team Outsourcing

✅ Selling your service/product via Omnichannel

✅ Product/Service onboarding to the customers

✅ License Upgrading

✅ Promoting other products from the portfolio

✅ Revenue sharing model

Option 5

Product up-sell/cross-sell

- ✅ Distribution of your Products on our traffic via call/chat

- ✅ Training of the product usage to the customers

- ✅ Revenue sharing model

Option 6

Quality assurance

Monitoring

✅ Direct-to-customer communications chek up

✅ Scripts and templates revision

✅ Customer feedbacks investigation

Control

✅ QA scorecard setup

✅ Internal policies setup

✅ Quality assessment on all levels

✅ Quality calibration sessions

✅ Incentives system setup

✅ Workshops and trainings for employees

GotYour
Back support

For more detailed service presentation, service metrics and main partnership options - please contact us at

→ hi@gotyourbacksupport.com

See our reviews: Clutch   Trustpilot