

Customer Care Solutions

Grow your business, one loyal customer at a time

Radial Customer Care Solution is 100 percent commerce focused to provide retailers and brands with the service expertise necessary to drive satisfaction, loyalty, and efficiency across all channels. In fact, Radial drives higher customer satisfaction scores than the leading industry benchmarks. Our broad range of expertise in consumer satisfaction, continuous improvement through business insights and analysis, and proactive revenue enhancing programs create happy customers through every channel and every interaction.

Backed by our team of multi-lingual native speakers we are able to represent your brand, your way, on a global scale.

18M contacts handled in 2015

85+ retailers and brands

3,300+ service seats globally

10+ native languages available

Features:

- 100% commerce focused across broad range of brands and retailers
- Scalable agents, languages, technology and tools
- Inbound, outbound and revenue enhancing services
- Phone, email, IVR, chat and social media support
- Business intelligence analysis and reporting to optimize service
- Agents are extension of the brand through training and knowledge management
- Flexible staffing models: Dedicated, designated, and shared agent models
- Learning Management System
- Agent recruiting, hiring and training
- Quality monitoring and assurance
- Customised service levels

Benefits:

- Our insights help us know what your customers think and do
- We have the kinds of conversations that drive satisfaction
- We build loyalty with every call, chat, email and text
- Our agents know how to be your best brand advocates
- We provide great customer service—and you get the credit.

