

## Customer Support Service for a Japan Funded Company

### The Situation

Our customer is a Japanese company mainly produces and sells hundreds of baby products, aiming at high income families in China. They have opened several franchise stores and willing to have a professional call center/contact center to provide customer care and supports to consumers in China. Comparing with hiring new Chinese-speaking staff to deal with customer care, our customer turned us for help to provide more professional service, as well as lowering cost.

### The Solution

Since the franchise stores are newly opened and receive few customer questions or complaint. We had a group discussion, assumed some possible questions and prepared standard answer list. We also have twice trainings per week for our representatives to familiar with the usage and precautions of the hundreds products.

Parts of service we provide:

- Company Introduction
- Products Consulting
- Usage and precaution Direction
- Franchise Store Contact Information Query
- Complaint Handling
- Arrange Onsite Service
- Return Visit Calling

### The Result

With the comprehensive preparation, this project is going smoothly. Our customer also praises us for considerate thought and preparation. Besides telephone traffic chart, we also offer our customer daily, weekly and monthly report to get them informed of their customer feedbacks on their brand and products.

[Contact us](#) with your outsourcing requirements and we will get back to you within one business day.