

The Basics

Client: Confidential

Location: Hong Kong

Industry: Ecommerce

Service(s) Provided: Email Support

About the Client

Based in Hong Kong, the client is a company that sells distinctive custom accessories for phones, featuring premium quality and one-of-a-kind design. It works directly with recognized vendors and manufacturers to produce quality products.

The Situation

Customers expect business to give a prompt response to their emails. One way to overcome this lag time is through outsourcing the email support services.

The client was looking for an BPO partner who can help them with email support for their US, Canada, Hong Kong, Australia and UK online market; and to streamline the ticket flows and emails with an appropriate response.

The Solution

To match the client's requirements, Tensei carefully choose experienced candidates to handle the email responses and were expected to be proficient to close different types of tickets/queries in the email.

Email support lets customers reach brands via desktop, making it highly useful for concerns requiring accuracy and real-time assistance. The agents would answer email inquiries from the customers of the client such as: item inquiry, product details specification, and order status.

The Results

By outsourcing to us the email support services, the client was able to answer each of their customer email queries in a short amount of time, which allowed them to save a considerable amount of time and focus on the core competencies of their business.

Our ticketing and email support services have helped the client to respond to emails in a streamlined fashion, which facilitated in boosting their brand value. The client has been able to boost their customer service efficiency.