

# CUSTOMER SERVICE & BACK- OFFICE SUPPORT

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# 01 Overview

Impeccable customer service is key to any successful business. Customers need to feel supported, valued, and cared for by the companies they associate themselves with. An integral part of customer retention is in the care and service you provide to your customers. If you offer a premium, consistent service, they are likely to use you again and again. But if your customer service is lacking, they will just move over to your competition.

There is also a big premium on businesses availability. More and more, consumers expect round-the-clock customer care and support. But increasing customer expectations cannot always be maintained within your organization. At JAV Resource Corporation, we can support your customer service team by ensuring all service calls are answered promptly and dealt with in a friendly, approachable manner.

## 02 Why outsource your customer service lines?

01

### **Increase customer satisfaction**

Our operators are customer service experts, drawing on their vast knowledge of your business to assist callers with every enquiry. We are switched on 24/7, always available and happy to help. By providing a better customer experience, you can retain more customers in the long-term and increase your chances of customer acquisition through word-of-mouth recommendations.

02

### **Save yourself time**

Customer service calls can serve as a distraction from core operations. But they might be essential calls that you can't afford to miss; it is a Catch-22. With customer service outsourcing, you allow yourself to focus on what truly matters. Whether it is new business development or evolving your services, JAV Resource Corp. gives you the gift of more time.

03

### **Offer consistency**

We cannot stress enough the importance of consistency in customer service. Every single call should be met with the same level of friendliness, care, and professionalism. Our operators are highly skilled and trained, dedicated to going above and beyond to exceed yours and your customers' expectations. Your business is practically their business.

04

### **Customer experience management**

A negative customer experience can prove detrimental to any business. But with JAV Resource Corp, you never have to worry about your customers getting frustrated by an engaged line, automated messages, hold music, or worst of all, no response altogether.

Your calls are answered by a professional and friendly operator with no discernible difference to your own staff. Call center outsourcing means we can deal with customer issues directly and find resolutions without having to involve your already busy team. Your customers get a premium customer service while your team can focus on business development and core operations.

All our operators are trained in interpersonal communication skills and can deal with customer enquiries respectfully, confidentially, and effectively. In addition, our interpreter services allow us to manage international calls where English isn't the caller's first language.

## FAQs

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### **HOW WILL YOU KEEP MY BUSINESS DATA SAFE?**

We take all necessary precautions to keep your data safe. We have data confidentiality and non-disclosure clauses in our contracts with all our clients and staff. Over the years of our experience, data security has never been an issue as we give ultimate value to our TRUST within the organization.



### **DO I NEED SPECIAL SOFTWARE OR EQUIPMENT TO OUTSOURCE MY TELEPHONE ANSWERING?**

No, it's easy to get started straight away. We can provide you with a new telephone number and take your calls directly or give you a unique code to divert calls to us during specific trading periods.



### **CAN YOU PROVIDE AN OUT-OF-HOURS CALL ANSWERING SERVICE?**

Yes, we can take calls for you at our Philippine Call Center 24 hours a day, including bank holidays and weekends, and at no extra cost!