

Customer Service Outsourcing On-Demand



Delivering exceptional service that ensures clarity and understanding. Explore our plans and find the best one for you.

	180° Starter	270° Growth	360° Enterprise
Quality Assurance Program	✓	✓	✓
180 days of call & data retention, reporting on call metrics/ KPIs	✓	✓	✓
Recruitment, training, & staffing	✓	✓	✓
Website widget for one-click connection	✓	✓	✓
SignMessage for busy/after hours support	✓	✓	✓
Screen sharing & ability to add attachments	✓	✓	✓
Multi-Agent Support	✓	✓	✓
Call Monitoring & Post-Call Surveys	✓	✓	✓
Live video chat & text chat in-call	✓	✓	✓
Ability to register your business number to directly route deaf callers	✓	✓	✓
Realtime call, email, and Slack notifications	✓	✓	✓
Multi-Language UX	✓	✓	✓
Pre-Recorded Welcome/Hold/After-Hours signed videos	✓	✓	✓
Supports multiple companies (e.g. 1 agent for 7 businesses)	✓	✓	✓
General product/service knowledge, common scripts	✓	✓	✓
Supports several companies (e.g. 1 agent for 3 businesses)		✓	✓
Custom Notifications			✓
SSO, CRM, & E-Commerce Integrations			✓
API Integrations & Deep Customizations			✓
Deep brand training, custom workflows, tone & culture alignment			✓
Branded greetings, customized scripts, wear logo/uniform if applicable			✓
24/7 Technical Support Available			✓
Private Cloud (optional)			✓