



## SEAMLESS CONTACT CENTER SUPPORT

Elevate Customer Experience with a 24/7 ServiceDESK

### WHY PARTNER WITH US?

- Help Financial Institutions meet over 80% of service level targets.
- Improve customer service, cutting call abandon rates by 20%.
- Backup telephony system with 24/7 ServiceDESK to ensure continuous availability.

## GET STARTED TODAY



(646) 813-0694



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NY, 10038

### Our ServiceDesk

- **24/7 Service**
  - Always-on service, including weekends and holidays, to meet customer demands.
- **Multi-Channel Support**
  - Phone, email, and live chat support for a seamless experience.
- **Issue Resolution and Escalation Management**
  - Efficient workflows to manage and resolve customer issues.
- **Financial Industry Expertise**
  - Our agents are trained to handle complex banking and financial services inquiries.

### KEY BENEFITS

- **Scalable Staffing Models:** Support during peak periods or special campaigns.
- **Enhanced Customer Satisfaction:** Personalized support that builds trust and loyalty while retaining your customers.
- **Bilingual Support:** Build trust with non-English speakers.
- **Additional Business:** Add more business through upselling.