

Best-in-class participant support at your service.



A customer center you can count on. The One10 Customer Xperience team includes personalized participant support that goes beyond the initial call for help. We work to answer any questions and ensure an optimal program experience.

World-class service

Your One10 concierge service team features:

- Tenured Customer Xperience Coordinators – our turnover is much lower than industry standards – delivering high-touch service through phone, email and chat
- Expert assistance with rewards orders, use of your program website, and general program information
- Collaborative approach established between our agents and program participants. Much of our Customer Xperience Coordinators' time is spent consulting with callers and decision-making
- Seasoned management with approximately 20 years' experience
- Multilingual support

Training excellence

We pride ourselves on delivering high-quality services tailored to the needs of our customers. Extensive training standards are the foundation for our strength in this area.

- **Customer Service** – in-depth training including client brand, professional and soft-skills instruction. Skills-based call routing focuses on quality above all else
- **Program Knowledge** – agents are taught program specifics. This training includes an in-depth study of all strategic and tactical elements of a client program. This is what turns a contact center into a true Customer Xperience operation
- **Technical Skills** – agents are trained on the proper use of all systems, program procedures and security requirements



Service-level management and reporting

- Measurement of Key Performance Indicators like service level, average speed of answer, average talk time, abandon rate and disposition of calls
- Real time reporting dashboards for service level adherence for phone and email
- Program success that results in consistently exceeding service level targets

The One10 difference

- One-call resolution is the norm and expectation at One10
- Quality methodology includes frequent agent coaching, focusing on participant experience as much as procedural compliance
- Team approach to escalations includes Customer Xperience center management as well as client team involvement when needed

The One10 Commitment

We believe that success begins when you embrace the exceptional impact even ONE engaged stakeholder can have on your business. Let us take you there. At One10, we believe in better.



CONTACT US

one10marketing.com

