

Tier I Tech Support in a 24/7 Environment Showcases Knowledge & Experience



TeleDirect's ability to resolve Tech Support Calls creates a seamless integration with our services. Thanks to their experience & solutions, we have seen decreased escalations with increased resident satisfaction.



The Challenge:

Korcett prides itself in having a process that delivers the most consistent, reliable Internet experience possible in a Multi Dwelling Unit. Serving colleges dormitories across the country, the need to streamline resident support to ensure efficient and effective escalations of advanced router, game console and device management issues to be addressed within their Network Operations Center (NOC) was required. A full-service, multi-channel Contact Center solution was sought to handle Tier I Incident Management, Troubleshooting, Account Creation, Device Assistance, Password Support and Case Escalations to allow a seamless integration with their current processes, while still providing the exceptional service and engagement their residents expected.

The Solution:

In order to ensure call continuity across Korcett's nationwide residents, TeleDirect provides the technical experience required with high levels of empathy, compassion, quality and resolution through our professional Agents and comprehensive script design tools. Immediate access and accurate documentation within their CRM allows for constant client visibility regarding customer service level status. In addition to call reports, documented resolutions and escalations provided insight into which devices generated the most issues. With a high growth rate and busy seasons throughout the year, TeleDirect has become a vital component to Korcett's Customer Support services, ensuring a continual partnership utilizing our IT experience and knowledgeable workforce.



Client: Korcett



Website

www.korcett.com

Location

Nationwide

Industry

ISP

Customer Profile

Korcett is an ISP (Internet Service Provider) specializing in MDU (Multi Dwelling Unit) networks such as college dormitories.

Services Provided

- Tier I Tech Support
- Incident Management
- CRM Documentation
- Device Support
- Customer Service

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