



Drive your business growth with Next Gen Call Center

Customer service is essential to driving your business growth. However maintaining good customer service could be a big challenge!



Loss of customer loyalty
Negative customer experiences



Ineffective customer service
Siloed applications cause fragmented views of customer data



Delayed support response
Customers run into long queue to get support



High operating cost
High investment on applications and training

Our Next Gen Call Center not only supports omnichannel communication, but also provides flexible, scalable and professional customer service that meet your needs!

Solution highlights




Local-operated call center

- 3 different locations in Hong Kong, with remote support
- 365-day operation




Omnichannel communication

- Support communication channels other than voice, such as email, SMS, social media, instant messaging



Operated by customer service professionals

- Customizable Service Level Agreement
- Support English, Cantonese and Putonghua



Flexible payment model

- Available in monthly subscriptions and flexible pay-as-you-go plans





High security facilities

- ISO27001 certified call center
- Information Technology Infrastructure Library certified
- Enterprise-grade platforms



Business intelligence

- Daily dashboard and report
- Data analysis



Leveraging artificial intelligence

- AI chatbot for seamless self-service to customers

Key Benefits

Lower costs

Call center service at your finger tips with no recruitment and training costs

Ensure business continuity

Uninterrupted service during disruptive incidents



Why Choose Konica Minolta?

With our subscription-based model, you can set up your call center at a minimal cost. Our professional team is capable of providing customized customer service that helps drive your business growth.



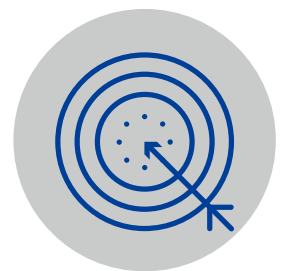
Call center as on-demand service



Regular training for our customer service professionals



Customized customer service



Significant uptime improvement

Contact us for more information at 2565 8181 (Press 2 > 8)

