



Broadband, Cable & Wireless Telecom Services

The Connection has extensive experience providing outsourced contact center solutions for the broadband, cable, and wireless telecommunications industries. Our advanced technology and highly-trained agents allow us to deliver an unparalleled quality and customer service experience. With a string of industry awards for quality and performance, we have the expertise to lower your customer support costs, increase sales conversion rates, and improve your first call resolution. We handle it all—from customer acquisition and retention to technical support and customer service—with the quality and commitment you would expect from an award-winning industry leader.

The Connection Broadband, Cable & Wireless Telecom Expertise

100% U.S.-based contact centers – providing professionally trained agents who answer calls 24 hours a day, 365 days a year.

Multichannel services – providing sales and customer support through voice, live web chat, email response, and interactive voice response (IVR) channels.

Capacity and scalability – providing the capacity to handle over 100 million calls per year and the ability to add agents efficiently and seamlessly at our U.S.-based facilities.

Proactive account management – optimizing your success through a flexible, consultative account management team with a focus on quality and results.

Detailed reporting and call monitoring – ensuring quality and performance through on-demand reporting, web-based agent quality scorecard and live or recorded call monitoring.

Workforce optimization – lowering your costs by maximizing agent utilization efficiencies.

Advanced technology and technical integration – leveraging skills-based routing to direct calls to the best-qualified agents and accessing your internal CRM system in real time.

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Inbound and Outbound Calls

Customer Service/Support

Technical Support Levels I & II

Help Desk/Troubleshooting

Activation Support

Sales, Up-sells, Cross-sells

Customer Acquisition & Customer Retention

Billing Support/Inquiries

Third-Party Verification

Email Response

Live Web Chat

Interactive Voice Response (IVR)

Industries Supported

Wireless

Telecommunications

Broadband

Cable

Satellite TV

Wi-Fi

WiMax

3G & 4G (LTE)

Case Study: Multichannel Customer Service and Technical Support

One of the nation's largest global Wi-Fi wireless carriers has partnered with The Connection to provide contact center support for their Tier 1 help-desk support, customer service, billing support, and email. All contact center agents for this client received two weeks of comprehensive training that included extensive product knowledge and hands-on troubleshooting procedures. Through our proactive partnership approach and operational efficiencies, we exceeded the client's call quality goal to 95% and first call resolution goals to 98% and reduced their average talk time and contact center costs by 15%.



Contact us today for a free quote!

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