



## Contact Center Voice Services

Etech provides best in class call center services for a diverse clientele. Partnering with businesses large and small, Etech delivers consistent performance for inbound and outbound sales, customer service, lead generation and data collection.



### About Etech:

Etech, Inc. has been a leading provider in customer contact solutions for over ten years. Etech, Inc. and its employees adhere to the highest standards in all inbound, outbound and chat channels, as well as customer service. For over a decade, Etech has been the vendor of choice for several top-tier industry leaders.

### Technology:

- PCI Compliant
- Dedicated Technology
- Application Development
- Full Redundant Environment
- Full Backup and Recovery

### Flexibility:

- Onshore/Offshore
- 24/7/365 Capabilities
- Bilingual
- Proof of Concept Trials

## Etech, Inc. Voice Services

With Etech as your business partner, you can simplify the way you go to market and use voice contact communication services that are highly attractive to your customers. Whether your service needs are simple or complex, Etech's advanced global voice networking infrastructure offers dependable feature-rich solutions to help you provide high quality voice solutions to your customers and prospects.

### Let us show you how you can:

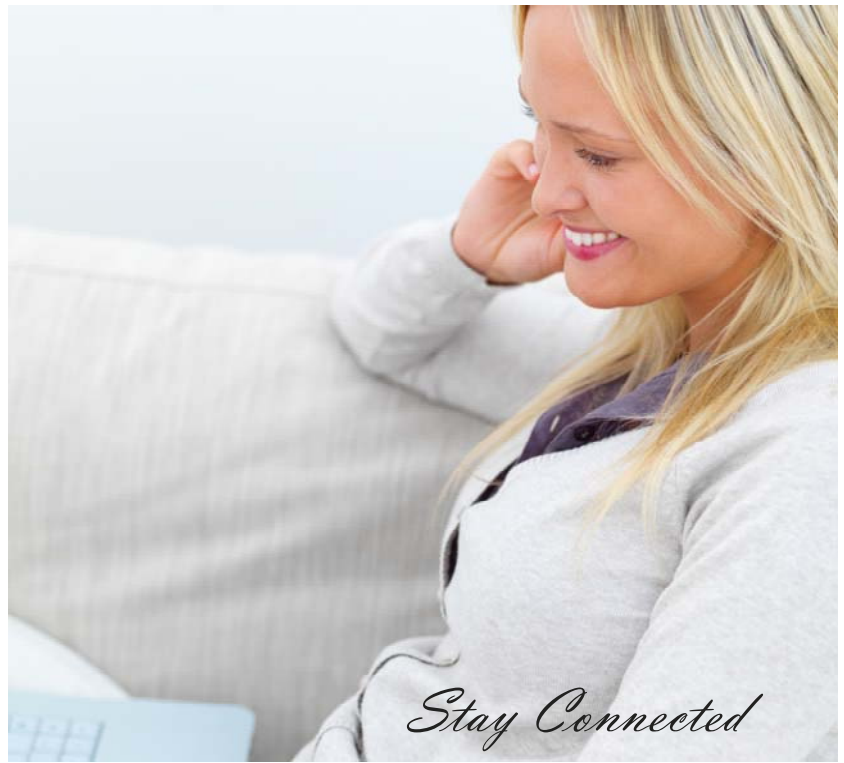
- Reduce your cost of new customer acquisition
- Improve the efficiency of your sales channels
- Implement a sales strategy to penetrate the growing Hispanic marketplace
- Ensure Corporate Governance requirements are being met
- Increase ROI
- Increase Sales
- Enhance Customer Experience
- Provide your prospects access to your product and services 24/7/365
- Improve your Business Intelligence

## Partnerships:

Etech has partnered with industry-leading technology partners and solution providers to develop integrated best-of-breed solutions. In addition to external resources, Etech team members are immersed into the client culture from the point of selection.

Together we help our customers maximize investments and generate results.

Etech provides a comprehensive suite of business communication offerings. We have it all, and we bring it to you at an industry re-defining price, ease of management and deployment.



## **Our supported services include, but are not limited to:**

- Telecom Products (Consumer and Small Business)
  - Long Distance
  - High Speed Internet
  - Yellow Pages
  - Wireless
  - Service Plans
- Financial Services
- Universities
- Travel & Entertainment
- Retail
- Satellite and Cable TV
- New Customer Acquisition
- Tech Support/Help Desk
- Collections
- Customer Care
- Data Entry
- Quality Assurance

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## How We Do It?

- Etech Monitoring Solutions, perhaps the most robust in the marketplace delivers total call monitoring to include 100% digital recording of each customer interaction. Our innovative processes to call monitoring are structured to the highest level of client expectations and unsurpassed excellence.
- Etech Business Solutions offers best-in-class technology specializing in Software Application Development, CTI Development, Web Development and Database Management Software designed specifically to your business needs.
- “Our People” - Etech employs trained professionals for the business. We offer a comprehensive trained network of sales and service professionals at your service 24/7/365.
- Program Implementation - Superbly launching or expanding a new customer engagement channel is critical. Etech’s Program Implementation Team puts this in the hands of experts. With our dedicated team of professionals, each project is evaluated and assigned a dedicated project manager to ensure seamless operational transition and performance.
- Technology - Etech is PCI Compliant. We provide dedicated technology, full backup and recovery, and fully redundant environments.
- Flexibility - Onshore/Offshore, 24/7/365 Capabilities, Proof of Concept Trials

Global Vision | Global Solution | Global Presence