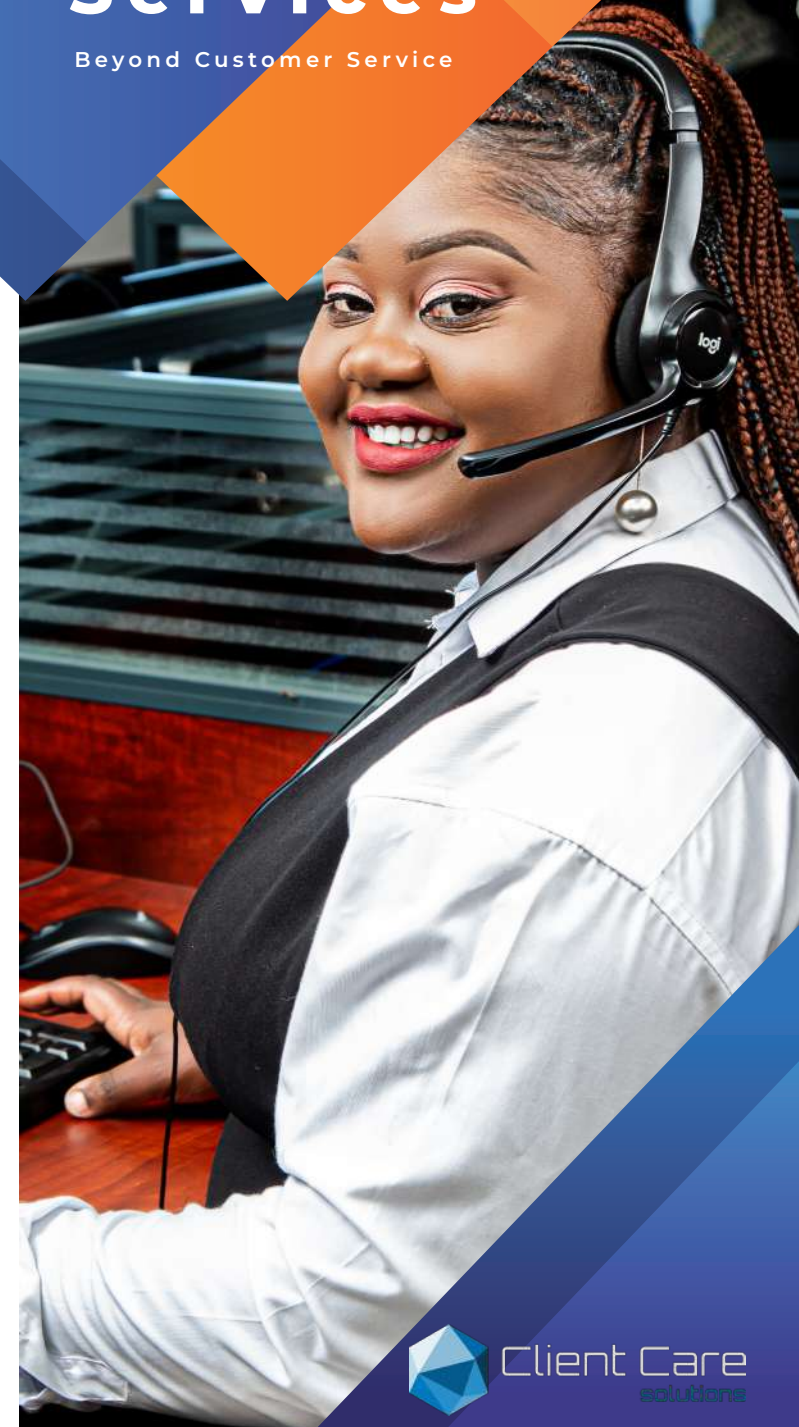


Call Center Services

Beyond Customer Service

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-
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 -  Info@clientcare.solutions
 -  7th Floor ZSIC Premium Building
Independence Avenue
Lusaka



About Client Care



At Client Care we turn every customer contact into an unforgettable experience. We provide Customer Service Solutions tailored to meet any business' customer service needs. Our services are designed to enhance customer experience, increase retention and identify opportunities for efficiencies and cost optimization.

Vision

"To be a Leader in providing excellent innovative Customer support services in Zambia"

Mission

"To provide innovative customer support services that deliver the best experience for our clients through a Motivated Workforce"

Beyond Customer Service

We believe in going the extra mile to achieve excellence. We are committed to providing our esteemed customers with a one stop solution, with highly motivated professionals

Our Services

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Inbound Call Center Services

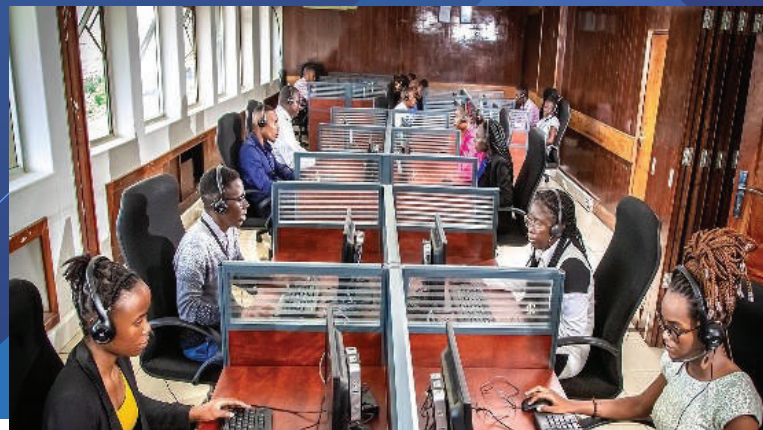
We guarantee improved service through effective management of call center matricess such as Service Level, First-Call Resolution, Occupancy Rate, Customer Satisfaction Score, Average Handling Time and Call Quality. Our inbound call center services include;

- 24/7 Customer Care Support
- Trouble shooting
- Technical support
- Call center solutions
- Frontline Services

Outbound Call Center Services

Client Care provides reliable, professional, and cost-effective call center services to deal effectively with all your outbound requirements. Our outbound services include:

- After sale services
- Market Research & Surveys
- Customer email management
- Telemarketing campaigns
- Tele sales and Upselling
- Customer account management



Professional Personnel

Qualified & Experienced Staff

24-hr service

Work around the clock

Cost Saving

Reduced cost, increased savings

Committed

We deliver on our promises

Multilingual

Provide information in local languages

Scalable Service

Ability to handle any call volumes
Quality guaranteed

Reliable

Reduced cost, increased savings
Cost Savings
Work around the clock 24-hr service.