

eService



Tele-efficiency helps its clients to save time, improve their synergy and lower their travel expenses.

Offers WEBconference services at a fixed rate, under the trademark Conferenceware, integrated with CRM applications and with Skype. The greeting is customizable for each client's company image with their logo. Also offers a free 30-day trial period followed by a quarterly service contract or yearly.

Conferenceware is a trademark of Tele-efficiency Inc. The trademarks mentioned are property of their respective manufacturers. For more information, visit our WEB site under Contacts.
© Copyright 2006 – Tele-efficiency Inc. All rights reserved. Authorized reproduction if the source is mentioned.

Introduction

The quality of the service is an essential condition to guarantee the clientele's satisfaction, deserve their loyalty and get references. This concerns the employees along with the partners of the distribution network. The service might be offered directly by an agent from the assistance center (Help Desk) or in free-service accessible 24 hours a day.

Preparation

On your WEB site, the internautes can ask assistance from an agent by clicking on the «chat» button, for instance. From that moment, the agent invites the client to a private demonstration by e-mailing or sending via [Skype](#) an invitation by a click or simply by showing an icon for a direct connection to a meeting room. Voice is broadcasted by telephone or even through [Skype](#). As usual, the meeting room's customization with your logo and an adapted screen saver creates a friendly environment. When the agents are absent or outside the working hours, clients might consult, in broadcast, pre recorded assistance capsules. In fact, the list of available video clips might be displayed on the WEB page, in the main entrance to the meeting room.

Progress

When doing a private demonstration, Conferenceware's mainly used [functionality](#) is the screen sharing. It is used to make a software demonstration or sharing documents. Also, the presenter may send files and even a WEB page. If the need arises, another presenter, like a specialized technician, could join the WEBconference. Even more, a participant that may download on his/hers PC the Conferenceware trial software, could share his/hers own screen with an agent that could detect an error while manipulating it. At the end of a session, the client might be asked to share his/hers level of satisfaction by the means of a question addressed on that regard.

Follow up

The systematic recording of service WEBconferences and the possibility of editing its contents, with the objective of only saving the relevant segments, contributes to the constitution of an audio visual knowledge base. This is the first material of a training program in [eLearning](#) for your own agents along with a contextual help capsules library, on self-service. Thanks to the reports, the person responsible for the service might follow, daily, the client's level and mobilize his/hers team on a continuing improvement dynamics.