



## OFFERED COMPLETE TECHNICAL AND BILLING SUPPORT FOR THIS US BASED CLIENT

This leading US client offers remote support and meeting services that include free and premium remote PC access, desktop sharing, screen sharing, and others.

# Project Features

- ◆ Billing Department work which includes Cancellation, Upgradation and New Accounts information.
- ◆ Payment transactions through PayPal, 2Checkout and other banking methods.
- ◆ To deal with advanced trouble shooting and provide technical support on call.
- ◆ Provide Customer Service.
- ◆ Provide Email and chat support.

## Problem Statement

To provide complete technical and billing support for the client.

OUR CORE VALUES: PASTA - P = Passion, A = Appreciation, S = Simplicity, T = Trust, A = Accountability

## CIS Solution

Being focused and patient helped us to understand the process. Proper time management and client support made the operations easier. Proper and efficient direction helped in resolving customer service difficulties and other project related issues.

## Challenges during Implementation

At first, understanding the billing department tasks was tricky as it included payment transactions through different sources, and complicated accounts with different billing cycles and information.

Also Technical support situations varied with customers and it was hard for anyone to train us on all the scenarios that may occur, but eventually most were explained. And once the project was live, operations were managed.

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## Positive Outcome

This project gave us a different and enriching work experience. It helped us improve our customer service expertise and our self-confidence in communicating with people around the globe. The client has been very happy and satisfied with our quality service.

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## Our Achievements



**14+**

YEARS  
IN BUSINESS



**05**

WORLDWIDE  
OFFICES



**1000+**

EXPERT  
TEAMS



**12+**

Yr  
WEB  
EXPERIENCE



**7+**

Yr  
MOBILE  
EXPERIENCE



**7+**

Yr  
MARKETING  
EXPERIENCE



**100+**

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