



Call Center Support Services

Bring your customers world-class call center support, recognized by J.D. Power.

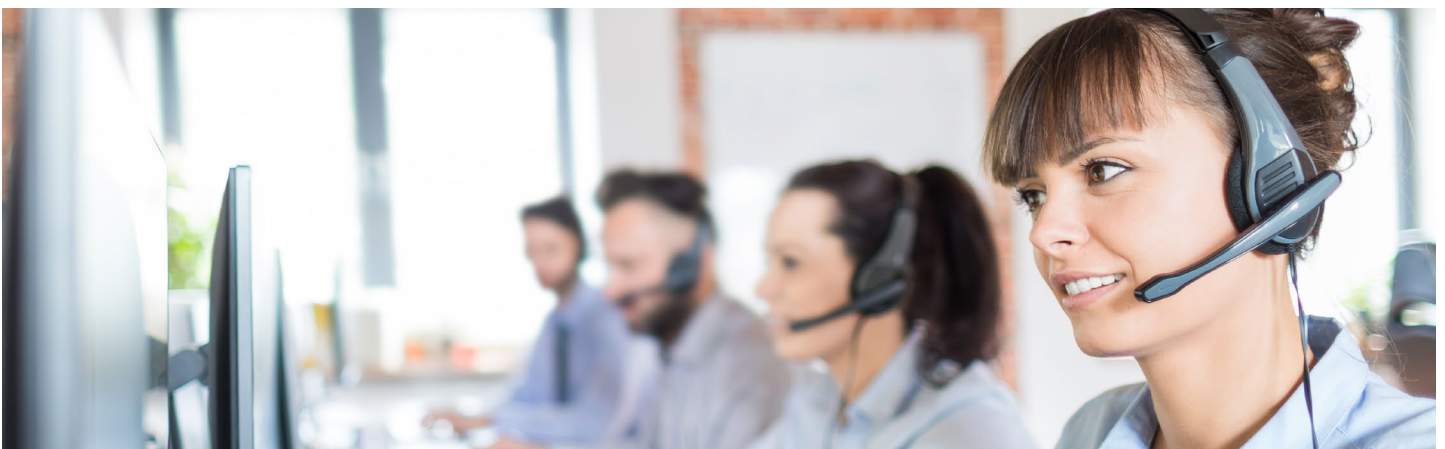
We focus on exceptional customer service, so you can focus on growing your business.

Your tech call center is a critical facet of your business. Your company's customer relationships, reputation and future sales can all depend on the quality of service and interaction you provide. However, building, staffing and managing a call center is a complicated and labor-intensive endeavor that can be costly to manage in-house.

At, Pitney Bowes, we provide an outstanding customer service experience. Whether you're a large or small

enterprise, you can take advantage of our leading-edge technology and talent for your own business. We'll custom tailor and staff a call center solution for your company, built to support your unique challenges and operational requirements.

It's the competitive edge you've been looking for: Your customers stay happy and you free up time and resources to do what you do best — drive core business growth.



To see how your business can benefit from our Call Center Solutions, contact your Pitney Bowes sales/service representative.

Our skilled agents, combined with our state-of-the-art technology, deliver a high level of service and support every time:

- 66% of our hardware and 92% of our software problems are resolved on the phone without field service dispatch
- 83.3% global satisfaction rating
- Accelerated time to resolution
- Improved operational effectiveness
- Increased client confidence and satisfaction

Build trust, confidence and additional revenue.

Our cloud-based customer engagement model delivers advanced capabilities and flexibility. Utilizing data analytics, we can identify your client even before they connect with a representative. Unlike many other solutions today, our technology has the ability to connect call data with case

data, including recent or open cases associated with the account. This enables us to create a seamless experience and deliver a high level of service, whether presenting self-service options or routing the call to the proper customer service agent. It also opens up the possibility to generate additional revenue by identifying upselling opportunities specifically targeted to your client.

Recognized by J.D. Power for providing “An Outstanding Customer Service Experience” for our Assisted Technical Support.*

We’re proud to carry this honor, which included an audit of internal processes and practices, as well as 500 random Pitney Bowes client surveys evaluating customer service, courtesy, concern for the customer, promptness in speaking to a person and timely resolution of problem.

* The J.D. Power 2020 Certified Assisted Technical Support Program was developed in conjunction with TSIA and based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

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