

NetworkIP Services Overview:



Customer Service

Your Customers are Vital to the Success of Your Business — Do More for Them.

NetworkIP's Customer Service provides you with experienced call center services, enabling you to maintain positive long-term relationships with your customers.

Since 1998, NetworkIP has made it a top priority to offer distributors and resellers the best in customer service. NetworkIP's call center is based in Monterrey, Mexico with a focus on Mexico-based retail products. Agents speak both English and Spanish and can solve most customer issues in an average of less than three minutes.

Experience Matters but so Does Technology.

Human-to-human communication is our priority, but NetworkIP also understands the importance of utilizing advanced tools to manage, report and review cases. NetworkIP's Customer Service website is fully integrated into the trouble ticketing system, and agents have the ability to complete calls for end-users that need assistance.

NetworkIP's Customer Service gives you the ability to download and listen to customer service calls so that you have a better handle on your brands. Additionally, reports are generated on a weekly basis to show daily statistics followed by a monthly roll-up. Clients can utilize NetworkIP's turn-key Customer Service or use our SaaS or IaaS business models which can be used anywhere in the world.

NetworkIP is 100% committed to the satisfaction of your customers.



Contact Information:

To find out more about how NetworkIP's services can help grow your business, call **800.241.5186** or email **netsales@networkip.net**.



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