



YOUR CUSTOMER CONTACT OUTSOURCING PARTNER

TC Kokua – Your Customer Service Partner

TC Kokua clients enjoy an outsourcing solution that combines the right mix of Service and Technology to support any business type.

Services:

1. General Customer Inquiries

The client's company, product, or service information is available to TC Kokua agents in a knowledge base, which allows agents to deliver accurate and up-to-date information to all inquiries.

Types of Businesses – **Financial Institutions, Collections, Contractors, Wedding Planners, Tour and Charter Companies, Activities, Festivals and Events, Non-Profit organizations**

2. Technical Support

TC Kokua agents are trained to effectively offer advice and troubleshoot the client's product. Extensive training is continuously provided to the agents to offer the most up-to-date knowledge on the product for the end-user.

Types of Businesses – Hardware or Software Product Companies, Internet

3. Product Orders and Sales

TC Kokua maximizes e-commerce sales by integrating the web, knowledge of the product, and skilled agents who have the ability to encourage a potential customer to make purchases in one call. Through Live Chat and Co-browse the TC Kokua agent can offer a more personal experience to the buyer resulting in increased sales and repeat business.

Types of Businesses – Wholesale, Retail, Manufacturing, Associations

4. Reservations

TC Kokua agents have quick access to information for real-time reservations, last-minute availability and current promotions making the client's business or event more successful.

Types of Businesses – Restaurants, Travel Agencies, Event Planners, Activities, Medical professions, Cleaning Services

5. Business to Business Telemarketing

Services, subscriptions, contracts, donations and contributions may be created, canceled, renewed, or updated by friendly and knowledgeable TC Kokua agents.

Types of Businesses – Newspaper, Magazine, Phonebook, Non-Profit

6. Prescreen / Pre-qualify

Clients benefit when TC Kokua agents prescreen or pre-qualify potential customers to ensure the customers match a client's unique products and services.

Types of Businesses –Real Estate, Property Management, Insurance, Mortgage

7. Technology:

TC Kokua serves your Customers via Phone, Email, Web Chat and Co-browsing so you can focus on your core business.

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www.tckokua.com