

touch White Glove support involves many moving parts, and understand their role as the glue that holds these parts together.

Summary

As telecommunications providers continue to develop strategies to remain competitive in a mature market, thought and energy must be directed toward protecting customer relationships, particularly in the case of high value customers. In addition to offering blazing fast speeds, video, and a variety of value-added services, successful companies will emphasize white glove care and support. These customers confidently expect shorter resolution times and sincere care. If their needs are not met there are no shortage of competitors are waiting to lure them away.

The proliferation of premium service packages serves as evidence of these customers expectations; yet the service provider must maintain margins on these accounts. In order to efficiently and consistently deliver the quality of service required to retain these customers, a sincere and ongoing effort must be made to resolve these customers issues as they come up. The support organization looking to build or improve on White Glove services must take a look at overall organization goals and the recruiting and training mechanisms used to deliver on those goals.

About teleNetwork

teleNetwork has helped many of the largest and most successful telecommunications service providers in the United States develop and execute white glove customer experience strategies. Our partners have been recognized for the unique and innovative ways that they deliver service to their customers leading to many industry awards and brand recognition. We believe that we can help any organization transform their customers service using white glove principals.

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