

VIPdesk™
CUSTOMER CARE FOR PREMIUM BRANDS

VIPdesk Connect™



Virtual Contact Center Solution

Utilizing virtual contact centers is a surefire strategy proven to help companies dramatically increase revenue while offering compelling economics—simply by changing the manner in which customer service functions are managed. The ability to provide a remarkable customer experience can be the determining factor between customers choosing you—or your competitors.

VIPdesk Connect—Proven Client Results

VIPdesk Connect is a virtual contact center solution that has proven to help customers deliver a world-class customer experience in a more cost-effective manner than traditional centralized call centers. Proven client results include:

- Tripled sales conversion rates within 7 months of program launch
- Reduced costs per contact by \$2.11 resulting in \$1.8 million in savings in first 6 months
- Improved customer satisfaction by 27%
- Increased average sales conversion rates by 50%
- Reduced AHT by 31% over the first year of program operation

Some of Our Clients



Virtual Call Center Services

- › Premium customer care (inbound/outbound)
- › Peak volume management
- › Order processing
- › Customer surveys
- › Reservation management
- › Customer profile enrollment

Unmatched VIPdesk Competitive Differentiators

- › Higher quality Brand Ambassadors
- › Superior customer experience
- › High retention rates
- › Unlimited nationwide capacity
- › Improved business continuity and disaster recovery
- › Reduced fixed costs
- › Unlimited national labor pool
- › Aligned cost structure

About VIPdesk

VIPdesk is the pioneer of premium home-based contact center solutions. We have been offering home-based solutions since 2000 and currently work with global brand leaders in industries including retail, financial services, travel and automotive services. We serve more than 70 blue-chip clients with over 10 million customers and are continually recognized as a progressive industry leader as evidenced through numerous awards, including the Inc. 500, Inc. 5000, NCBEA Business Ethics Award, Stevie Awards for Women in Business and Smart CEO Future 50.

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