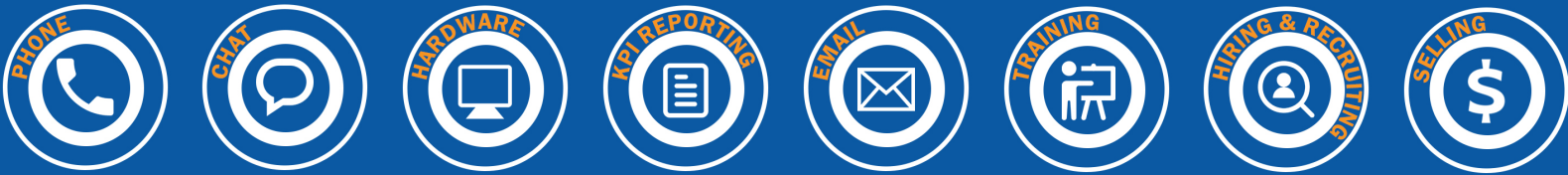# CONTACT CENTER

Ability Commerce offers an advanced Contact Center for retailers who choose to outsource some or all of their customer care center needs.

Our Contact Center utilizes the latest technology coupled with advanced agent training to customize our client brands by providing the selling skills, product knowledge and brand understanding to create a personalized and seamless customer experience.

PHONE · CHAT · HARDWARE · KPI REPORTING · EMAIL · TRAINING · HIRING & RECRUITING · SELLING

KEY BENEFITS

Minimizes substantial expense/risk of managing in-house contact center

Advanced agent training for successful selling, upselling and cross-selling

Phone, chat, email, back office, social media

Seamless operation with the most widely used order management systems

Extensive direct commerce industry knowledge (B2B and B2C)

100% US based

Services

- Phone
- Chat
- Email
- Mail/Fax
- Social Media
- Website issue tracking & reporting

Resource Management

- Schedule management
- Real time management
- Training & coaching
- Quality management
- Escalation management
- Hiring/recruiting
- KPI reporting
- Performance management

Tools & Technology

- Telephony
- Network infrastructure
- Hardware (headsets, PCs, etc.)
- Desktop & desktop application support
- WFM (Work Force Management) & call recording
- Expert technology staff (Telephony & network experts, etc.)

Why trust Ability Commerce for your Contact Center needs?
For nearly 20 years, Ability Commerce has empowered ecommerce and catalog retailers to achieve success by providing powerful ecommerce and OMS platform solutions and affordable, comprehensive services. Named one of Internet Retailer's 2018 Leading Vendors of the Top 1,000 E-Retail Clients, our solutions enable mid-market companies to acquire, convert and retain customers more efficiently.