

Warranty Contact Center Services

Founded to serve the growing extended warranty industry, Advanced Customer Services (ACS) launched its first call center in 1982. Since that time, we've mastered our craft and evolved into a leading, full-service contact center provider for the warranty and extended warranty industry. Backed by decades of contact center expertise, we're able to serve our clients with a number of new locations featuring the latest technology and systems, highly trained and dependable staff members, and a full suite of warranty support and extended service plan sales programs.



ACS is your marketing and customer service partner for your warranty and extended warranty programs by delivering results using voice, mail, email, web, chat and more.



Fully integrated solutions at your service

With our growing number of offices in Michigan, Ohio, Tennessee, Florida and Washington, ACS has the staff and redundant operations to support your programs in a secure and timely manner. Though all of our operations are based in the US, we offer bilingual capabilities, and our service representatives can be cross-trained in separate locations to handle peaks in volume or to provide business continuity protection in the event of an unforeseen disaster.

By employing an automatic call distribution and interactive voice response system, as well as scripted and knowledge-based responses, our call centers are able to ensure every call is answered promptly and completed to meet stated service level agreements. We also provide in-depth reporting and track individual customer responses using our integrated CRM system capabilities. In addition, our management team constantly reviews and analyzes conversations to make sure our staff members conduct calls in a professional manner, addressing additional training needs and new issues before they become a problem.

Our clients also benefit from our direct marketing services, which include complete direct mail copy and design, fully interactive email campaigns and "click to chat" support, along with basic, service-level web sites and personal URL marketing campaigns. Where necessary, we use skill-based routing to make sure every communication is answered by the proper CSR.



Let us orchestrate your warranty service requests and fulfillment

We also offer inbound call support, email, online chat and web site support, to handle requests for warranty service. Our customer service representatives are provided with the training and knowledge-based systems to provide first- and second-level problem resolution, depending on the complexity of your products.

We can even coordinate service calls with the appropriate local service company, arranging all the logistics to make sure the proper parts or service technician is dispatched to your customer's location. And you'll receive regular reports of all the service activity we coordinate so that you're always aware of exactly how your customers are being served.



Extend your customer relations with us

With a full complement of services available to help you market warranties and extended service plans, we'll develop a custom communication plan to best meet your needs. We can provide direct mail, outbound calls, web and email services to inform your potential customers of the benefits of your extended service plans, and to instruct them to call us, send us a return email or visit a service web site for additional information in order to purchase the extended warranty.

Superior Service

- ▶ Extended warranty or extended service plan
- ▶ direct marketing and sales
- ▶ Service request help desk
- ▶ Warranty service support and logistics

Benefits

- ▶ ACD and IVR—scripted and knowledge-based responses
- ▶ Inbound and outbound call support
- ▶ Predictive dialing
- ▶ Direct mail/direct marketing
- ▶ Inbound and outbound email campaigns
- ▶ Online chat
- ▶ Service department web sites
- ▶ Personal URL campaigns
- ▶ Bilingual capabilities
- ▶ Skills-based routing

Specializing In

- ▶ Programs to support retailers, distributors and manufacturers
- ▶ Consumer electronics
- ▶ Appliances
- ▶ Manufactured goods
- ▶ Any service or product requiring support before or after the sale

ACS: a partner you can trust

If you're a warranty underwriter or service provider, then you need a partner you can depend on—an experienced contact center that can handle your inbound calls and direct marketing services. ACS can offer just the support you need to keep your operations running smoothly and efficiently.