

Technical Assistance Center (TAC)

Conversion, Install, and Upgrade Support

Are you planning to move your clients from one platform to another? Or maybe you need to roll out a software upgrade for a legacy system? Let us handle the heavy lifting with our Technical Assistance Center, a dedicated call center that provides technical support for your clients. We will work with you to understand your support needs and map out a plan to complete the program goals efficiently.

Dedicated Technicians

We will source and put together the correct number of experienced technicians needed for your project and they will be trained on the software and systems specific to you.

Customer Outreach

We implement a customizable outreach program including email, phone, landing pages, and an online appointment scheduling interface. Client communications are integrated into the ticketing system, enabling triggered and follow-up contact points.

Reporting & Insights

Reports can be customized to individual client needs, including call center metrics, ticket completion statistics, outreach engagement, and customer satisfaction. The program is reviewed focusing on best practices and providing actionable insights to improve performance.

Benefits of TAC

- Proprietary web based scheduling system
- Outgoing email notifications
- Appointments conducted via Zoom conferencing
- Customer survey - 100% average rating
- Inbound phone support

Standardized reports including volumes, outcomes, and CSAT

Have questions? Contact us for more information.

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