



MOBILUNITY

Ukrainian Development  
Western Management  
Global Delivery

24/7 | MULTILINGUAL | PRODUCT-ORIENTED  
**SMART CLIENT SUPPORT SERVICES**



REASONS TO OUTSOURCE

# CLIENT SUPPORT TO MOBILUNITY

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## SAVE TIME

You don't need to find, onboard, educate and control several Support Agents inhouse to provide 24/7 coverage.



## SAVE MONEY

Comparing to US and EU support services, we offer very affordable rates without compromising the quality.



## IMPROVE SALES

We are trained in pre-sale processes and can improve conversion of your website already within first weeks.



## ANSWER PROMPTLY

We guarantee attendance of the SLA we will define together with you. Start serving your clients round the clock.



## REACT CORRECTLY

Years of experience allowed us to set up and polish all support processes within the team to answer any request correctly.



## REPLY IN CLIENT'S LANGUAGE

In addition to fluent English our agents speak German, French, Spanish, Italian, Turkish, Russian languages.



## KNOW THE PRODUCT

Prior to taking any new support project, we explore, learn and educate the team about the product as if it's our own.



## INTEGRATE WITH ANY CRM

Our team is trained to work in various support ticket systems and we are open to adjusting our processes to your tools.

## MEET MOBILUNITY'S

# CLIENT SUPPORT TEAM

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Understanding the value of each and every client, Mobilunity has a large in-house team of 30+ Customer Support Specialists providing sales and client support, payments procession and fraud prevention, data entry and content management services to the clients in different industries. Since 2010 we have been extending and improving our client support services to offer our customers flexible 24/7 client support solutions for businesses of any scale.

Our Client Support Team includes:

- **Department Managers** able to define KPIs and SLAs for every client
- **Shift Supervisors** responsible for coaching and quality assurance
- **Pre-sale Clients Support Experts** trained to convert every incoming inquiry
- **Current Clients Support Experts** able to answer and escalate clients problems
- **Online Research Professionals** skilled at finding any information online fast
- **Reporting Managers** focused at providing very accurate statistics regularly



# IMPROVE CONVERSION OF YOUR WEBSITE

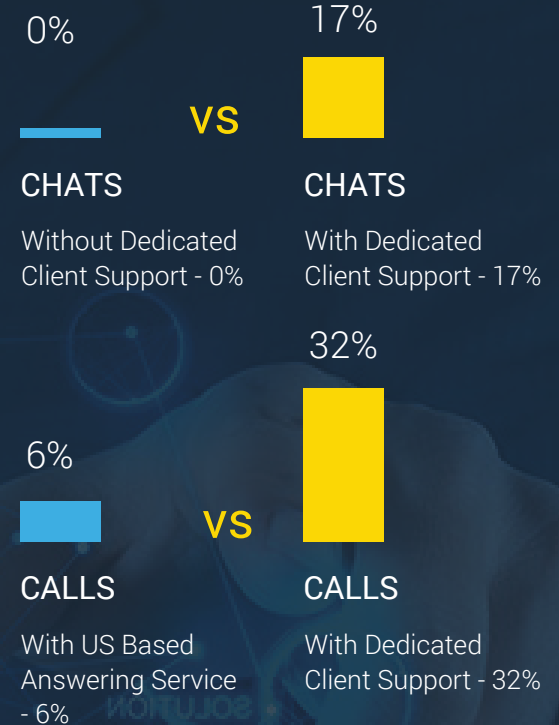
Hesitant whether you need client support on your website?  
Check one of our clients' conversion rate data:

\* name/industry are under NDA

You can sell better with our Client Support Team!

## HOW IT WORKS

Working with our Client Support Team is very simple and straightforward:



01

Contact us specifying type of support you need

02

Provide information about your business/product, scripts and common FAQs

03

Discuss SLA and format of reports with us

04

Forget about client support nightmare!

# LIVE CHATS

**FACT** 38%  
of clients buy after Live Chat sessions

Live Chat has been a Must feature for any eCommerce website for a while already and our Team knows how to get more benefit from live conversations on a website.

Our Live Chat support services cover:

- Help with Live Chat provider selection and installation on a website
- 24/7 online answering of all incoming chat inquiries
- Full chat transcripts sent to you directly via email
- Email follow up with every client coming initially to Live Chat
- Setup of custom triggers (chat pop-ups) specific for every page on the website
- Common questions analysis and shortcuts tuning for faster chats procession
- Weekly KPIs tracking (such as response speed, chat conversions and satisfaction rate)



Stas, Senior Client Support Expert



Interested in seeing the details of how our Live Chat Agents work?  
Feel free to request our Zopim Chat Case Study from the Sales Team!

We Work with All Live Chat Providers



## INBOUND & OUTBOUND CALLS

All our Client Support Specialists speak fluent English and are able to process all types of calls including inbound and outbound requests.

You can count on us in:

- Answering incoming phone calls 24/7 based on a provided script
- Call follow up with the clients initially processed by an answering service
- Processing cold calls based on a defined script
- Doing outgoing phone calls to existing leads and clients
- Providing recordings of every phone conversation
- Weekly KPIs tracking (such as response speed and call conversions)

*Phone calls proved to be the most successful Pre-sale activity with conversion rate of 32%. Our experts are able to guide every client through the ordering process in real time and answer all possible questions promptly. And of course, hearing the voice of a live person gives more confidence in the service we sell.*

Elizabeth, Pre-sale Clients Support  
Department Manager



**Hesitant whether we can talk to your clients fluently?**

**Contact our Sales Team to schedule a call with one of our Pre-sale Clients Support Experts!**

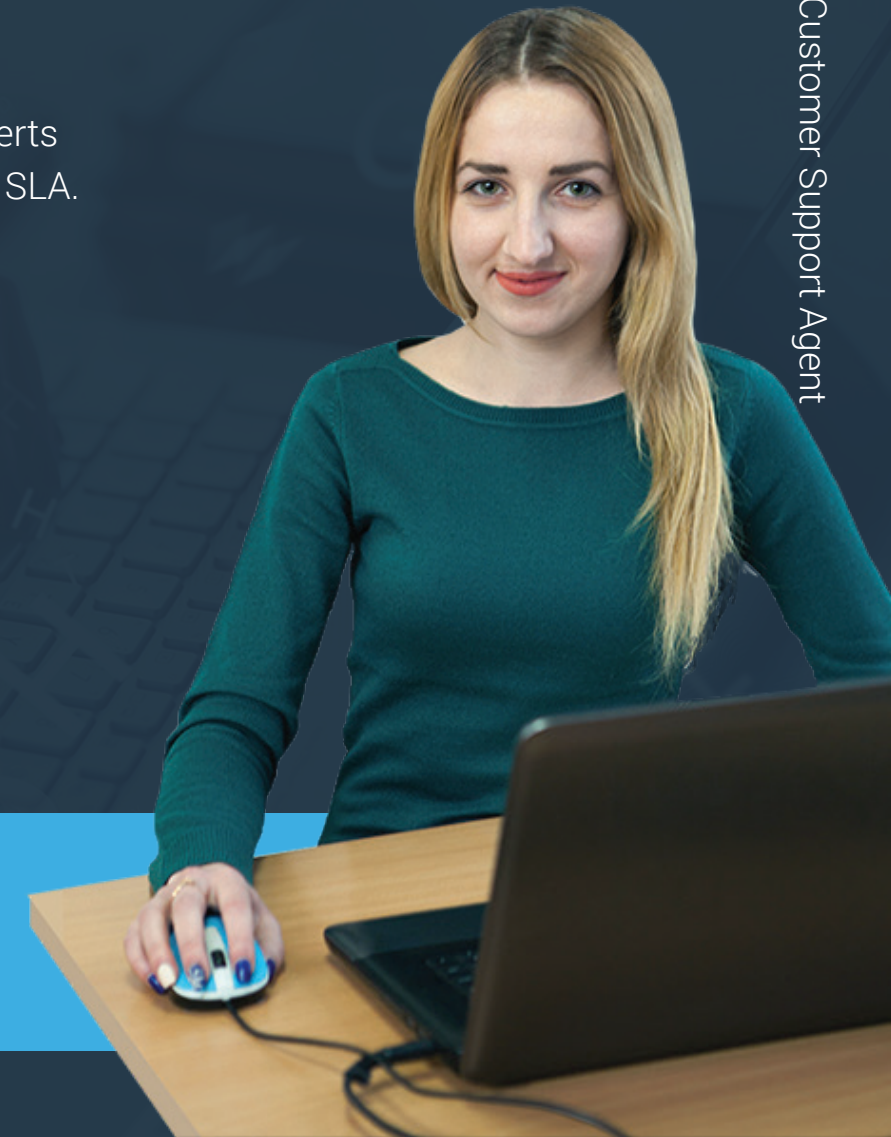
## EMAIL

# SUPPORT

Thanks to the large size of the team, our knowledgeable Client Support Experts are able to process over thousands of tickets daily according to the defined SLA.

Our email support services include:

- Answering incoming requests within SLA
- Classification and escalation of clients issues
- Writing email follow ups within the defined period
- Analysis of common responses and templates setup
- Cold emailing with custom templates and subjects
- Planning, execution and tracking of marketing email campaigns
- Involving online chat and phone channels on need



Irina, Customer Support Agent

**Dreaming about building a custom CRM built according to your specific business needs? Request our CRM Development Case Study from the Sales Team!**

We Work with Any CRM



## PAYMENTS PROCESSION & **FRAUD PREVENTION**

Years of experience in serving eCommerce websites let us develop own algorithms in processing incoming payments. Our Client Support Agents are well-trained on working with various billing providers and are able to detect and monitor any fraudulent activity from the client's side to prevent unpaid delivery and/or fraud-caused chargeback.

Our payments procession services include:

- Quoting and invoicing clients according to the price table provided
- Payment fraud check followed by prompt calls on need
- Changing of client statuses and payments follow up in line with the business schema
- Returns procession and investigation



**Interested in seeing how our fraud prevention works?  
Contact our Sales Team to share more details!**



Alexander, Customer Support Agent

We Are Trained to Work with Variety of Payment Operators





LEVEL 0/1

# INFRASTRUCTURE SUPPORT

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Experience in maintaining hundreds of websites gives us very diverse knowledge of infrastructure issues online businesses may face.

Our level 0/1 infrastructure support services include:

- Definition of the root problem (server, hosting, CMS or planned maintenance issue)
- Prompt escalation of any alert connected with website availability
- Switching between alternative service providers
- Technical information gathering according to the checklist
- Communication with hosting providers
- Email accounts setup and groups management
- Accounts management in third-party systems

Thanks to the in-house team of developers and infrastructure experts, Mobilunity offers not only escalation of the technical issues, but also **immediate investigation and solution** during the business hours.



## DATA ENTRY, ONLINE RESEARCH & **MARKETING SERVICES**

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In addition to communication with your clients our diverse team offers a wide range of Virtual Assistance solutions, which let you outsource literary every small and routine business task.

Outsource all common tasks to our team, including:

- Online research and potential leads contacts harvesting
- Data entry (MS Excel, Word, PowerPoint) and data transfer
- Content upload and content editing (both text and image)
- External SEO activities
- KPI dashboards and alerts setup
- Keyword planning and competitors monitoring
- Google Analytics and Google Search Console analysis

Whatever task you have in mind, feel free to share it with our team! Our attentive Account Managers will find the best experts for your specific needs.

**Interested to test us? Request a FREE SEO audit from our team!**



# PRICES

<b>STARTUP</b> 90 interactions <b>\$275</b> /month (\$3.50 for additional interaction)	<b>SMALL BUSINESS</b> 180 interactions <b>\$500</b> /month (\$3.40 for additional interaction)	<b>AGENCY</b> 360 interactions <b>\$900</b> /month (\$3.10 for additional interaction)	<b>ENTERPRISE</b> 770 interactions <b>\$1750</b> /month (\$2.80 for additional interaction)
30 Live Chats	60 Live Chats	120 Live Chats	200 Live Chats
10 Phone calls	20 Phone calls	40 Phone calls	70 Phone calls
50 Email answers	100 Email answers	200 Email answers	500 Email answers
Payments Procession not Included	Payments Procession Included	Payments Procession Included	Payments Procession Included
Tech Support not Included	Tech Support not Included	Tech Support Included	Tech Support Included

Interaction - communication with the client, which lasts more than 30 seconds or a full email.

\* The average benchmark for live chat across all geographies and industries is 62 chat conversations a month (according to Zendesk)



## SPECIAL OFFER

**TEST OUR LIVE CHAT TEAM  
DURING 2 WEEKS FOR \$1 ONLY!**

Pay only \$1 now and receive 2 weeks of Live Chat Support (up to 50 chats)  
If you don't have live chat yet on website - we will install it for free!

Generate more leads and convert them into paying customers with Mobilunity!

**Let us take care of the problems of your clients!**

Get in touch with our Sales Team to discuss details:

[sales@mobilunity.com](mailto:sales@mobilunity.com)

[Mobilunity.com](http://Mobilunity.com)



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