



## CUSTOMER CARE TEAMS

This is the team of individuals that provides Technical, Customer and Billing Support for your customers!

### EXPECT THEM TO:

- Be available to answer your questions 24/7(Excluding major US holidays)
- Answer all of your clients questions, whether it takes 5 minutes or 5 hours, we will not rush your clients off the phone
- Provide caring, thorough and efficient support to you and your clients via phone, chat or email
- Hold you and your clients hand as we walk you through any modifications you want to do on the site
- Follow-up with you or your clients on any issue that was left open after we have concluded our session with you

### DON'T EXPECT THEM TO:

- Travel to your client and work with them in person
- Have specific personnel be available 24/7. Although we are open 24/7, the individuals on this team do not work 24/7
- Do the work for your client. Our Customer Care agents are here to provide support for your clients but they aren't here to do the work for them