

# call centre services

We understand each contact with a customer is an opportunity to build a stronger brand relationship, to lay a platform for future growth, improved customer loyalty and future sales.

Our call team focuses on enhancing the customer experience, by familiarising themselves with your product, historical information, customer profile and custom knowledge database.

## Help Desk, Surveys & Warranty Management

- End user support and diagnostics for customers, clients and staff
- Remote Help Desk services for warranty and product support
- Survey programs for loyalty,

## Product Recalls & Claims Processing

- Strategic planning with clients for discrete and planned recall
- Claim generation, approvals, recovery, reclamation & fulfilment
- Item cross-referenced by SN / Model reconciled to inventory

- **Warranty Management**
- **Customer Survey Programs**
- **Help Desk Services**
- **Claims Processing**
- **Product Recalls & Returns**
- **Appointment Scheduling**
- **Inbound Reservations and Bookings**

Services can be matched to electronic, web services, web forms, data capture or email programs.

## Inbound Reservations, Bookings and Scheduling

- Third party booking or scheduling services to relieve excess load
- Dedicated booking service teams linked to your electronic data
- Managed services supported by phone / data / email / web

## Supporting Technology and Databases

- Independent (electronic) databases for products and client data
- Optional integration with electronic web forms or email capture
- Significant reporting options, customised for client or projects



[info@tracknology.com.au](mailto:info@tracknology.com.au)

**1300 962 752**

Tracknology™ & Tracknology Business Innovations  
Level 2, 60 Bulcock Street, Caloundra QLD 4551

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AFFORDABLE WORKFORCE SOLUTIONS