



iQor Technical Support Gets It Right the First Time

First Inquiry Resolution Keeps Customers Happy



With new technology evolving at a rapid pace, products are released at rapid speeds with competitive prices. With all of this innovation, it can be hard to keep up with the trends. How can you help your customers turn off the itch to switch? The answer is first interaction resolution (FIR). iQor agents' intimate product knowledge enables them to answer questions and resolve issues on the first and only interaction, whether it takes place over the phone, chat, email or social media.

Tech Geeks to the Rescue

We use innovative recruiting techniques to find the most talented technical people. We look for candidates with "tech DNA," people who are passionate about touchscreen devices and have an intuitive understanding of how they work. Gamers and gadget geeks know how to spot problems and troubleshoot solutions fast, which are must-have qualities for FIR.

Scalable Training With sQool

We offer hands-on training on every phone, smartphone, PC and other consumer electronic device an agent supports, plus all the major operating systems. In-house content writers supply continuously updated information on new products and existing product modifications. Trainees also take part in interactive refresher sessions through sQool, our online university, which brings our best trainers and experts from around the world into the classroom on demand.

Before a new product or software launch, iQor agents are always trained and ready. Using sQool, we can train thousands of agents in multiple waves so there is no disruption in services. sQool allows us and our clients to know who has been trained on a new phone or feature, which allows us to deploy a trained agent force quickly if needed.

Knowledge-Informed Interactions (KII)

iQor's Knowledge Informed Interactions (KII) system ensures our agents have the latest technical solutions and product knowledge. As part of our KII processes, our agents collect, share and collaborate on resolving technical issues on more than 250 different phones, smartphones, tablets and other electronics devices. By linking our KII platform with our aftermarket services and depot repair facilities, our agents have access to an evolving body of technical knowledge of every product they support.



Drill Down on KPIs With QeyMetrics

Using QeyMetrics, our cloud-based business intelligence software, we can monitor key performance indicators at a program, team or agent level and quickly address them. QeyMetrics also captures continually updated data on the issues and problems customers are calling about, which we can relay to the client.

Ten 10 iQor Advantages

- 15+ years' experience providing product and technical support in telecommunications / technology
- More than 4,000 agents in domestic, offshore and near-shore locations serving the telecom industry
- Fully scalable and able to accommodate seasonal and new product spikes
- Hands-on agent training on 250+ phones, smartphones, tablets and other consumer electronics devices
- Training on operating systems including iOS, Android, Windows, Blackberry and more
- In-house content writers update product knowledge and solutions
- QeyMetrics business intelligence software for monitoring critical KPIs and caller issues
- Unique recruiting methodologies find agents with "tech DNA"
- In-house Technical Lab for real-time testing
- Online video university, sQool, for training thousands of agents in different locations at once and quickly deploying specially trained teams if needed



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iQor is a global provider of business process outsourcing and product support services with 32,000 employees in 17 countries. We partner with many of the world's best-known brands to deliver aftermarket product and customer support solutions that span the consumer value chain from customer care and receivables management to product diagnostics and repair services. Our award-winning technology, logistics and analytics platforms enable us to measure, monitor and analyze brand interactions, improve business processes and find operational efficiencies that lead to superior outcomes for our partners across the customer and product lifecycles. For more information, please contact sale@iqor.com, visit us at www.iqor.com or follow us at [@iQor](https://twitter.com/iQor).