

# GuardianCX

## Rapid Response Team

GuardianCX delivers U.S. based call center experts who take care of sales and support calls quickly and effectively as part of your trusted team.



### CX Pros On-Demand

Missed and mishandled customer calls are missed revenue opportunities. TotalCX™ can help.

First, the TotalCX™ Customer Experience Platform helps your team field all calls and act on opportunities in progress with alerts in real-time!

Then, GuardianCX ensures rapid response to calls and alerts with call center services on demand.

#### Our experienced CX pros:

- ✓ Respond to alerts promptly and professionally
- ✓ Get mishandled calls back on track
- ✓ Save missed sales opportunities



#### 100% Accountability -

Our Rapid Response Team acts on alerts from inbound/outbound calls and texts, too!

### Experience TotalCX™

GuardianCX Rapid Response Team is a component of the TotalCX™ Customer Experience Platform, which combines the best of technology and people power into a smart revenue engine.



- Conversational AI + Automation Technology
- Rapid Response Team + People Power
- TotalCX™ Customer Experience Engine

### Extend Your Sales & Support Team with GuardianCX

#### ✓ Appointment Scheduling

Our call center agents can field customer requests for service and book times on your company schedule.

#### ✓ Web Lead Follow Up

Our sales pros contact your leads within minutes after they fill out a web form for more information.

#### ✓ Increase Staff Productivity

Enable your team to focus on closing more deals while our agents answer questions from inbound callers.

#### ✓ Upsell Assistance

Our sales pros can pitch complementary products and services as add-ons to customers' orders.

#### ✓ CRM Integration

We integrate directly with your CRM so our agents can log notes about calls, eliminating extra data entry.

#### ✓ Optional Outbound Calling

Our team will call to remind customers of appointments, expiring warranties, overdue accounts and more.

#### ✓ Customized Reports

Our Rapid Response service comes with customized performance reports.

Instantly Expand Your CX Team with GuardianCX