

Order Processing

Key Benefits

- *Customized to Fit Your Needs*
- *Customer Care Specialists*
- *Multilingual Support*
- *Customized Scripting*
- *Live Agent or Automated Options Available*
- *Extend Your Business Hours to Provide Customer Service 24/7*
- *PCI-DSS Compliant*

Key Features

- *Product/Order Fulfillment*
- *Exchange/Returns Management*
- *Credit Card Processing*
- *Outbound Sales Campaigns*
- *Inbound Fax/Mail Services*
- *Direct Mail*
- *Email Response*
- *Live Chat*

AnswerNet's Order Processing Services allows your customers the flexibility to order products at their own convenience. Our agents understand the importance of handling your calls and contacts professionally and efficiently, giving you the level of service you would expect from your own staff without increasing your internal operating costs.

AnswerNet provides state-of-the-art technology and agents with the skills suited to fit your needs. Our agents are trained on the specifics of your company and products, to up-sell and cross-sell and to increase the size of your orders.



Do you sell your products and services on the web? We can enter orders directly into your existing e-commerce web forms. Your orders arrive in real-time, ready to be fulfilled. Don't have an order entry system in place yet? We can design and customize one for you. Let AnswerNet's scripting and IT experts do the work so you can focus on the other aspects of your campaign.

Would you like to automate your telephone order entry process and cut down on staffing costs? With AnswerNet's Interactive Voice Response (IVR) technology, we can process your orders over the phone, without a salesperson collecting the information.

AnswerNet delivers a one-stop e-commerce solution with our in-house abilities to fulfill and deliver your products quickly and reliably.

