



AnswerNet Services Tailored To Your Needs

- Customer Care
- Order Processing
- Live Chat
- Hosted CRM
- Fulfillment
- Mystery Shopping
- Payment Protection

Key Benefits

- Order Entry And Customer Care Experts
- Extremely Scalable Solutions
- Customized To Fit Your Needs
- Ideal For Overflow Services During Peak Periods
- Multilingual Language Support
- Extend Your Business Hours To Provide Customer Service 24/7

Key Features

- Agents Can Up-sell Or Cross-sell
- Exchange/Returns Management
- PCI-DSS Compliant

Retail Industry

By outsourcing to AnswerNet, we can fulfill your client's wishes easily and efficiently. Our agents have extensive experience in handling catalog and online retail, providing you with great service at an affordable cost.

With AnswerNet, there is no need to stress about the rush of incoming calls from your customers. We can handle all calls or just overflow calls during your peak selling times—it's up to you. Due to our network of call centers, each site can operate alone or with other sites. This extremely scalable call center structure gives us the unique ability to match agent call to volume, allowing you to focus on your catalog distribution and sales.



Have Spanish or French speaking customers? AnswerNet has you covered. Our multilingual agents are fluent in English, Spanish and French. We use a transcription service for other languages when necessary. AnswerNet can also connect you with your hearing-impaired customer base through the use of our TTY and IP Relay services.

Need a CRM to manage your orders and customers? AnswerNet can help. Our SugarCRM hosting service is affordable and can be ready in a matter of days.

Call today at 1-800-411-5777 to learn more about our Call Center Services for your retail business.

