

CONTACT CENTER OUTSOURCING

We help you acquire, retain, delight, and grow your customers across all channels and throughout the customer lifecycle. GlowTouch provides multichannel capabilities, including live chat, voice and email, with locations in the United States and India.

Our renowned Customer Care offerings support critical aspects of your business:

- Customer lifecycle management
- Email, live chat, voice, social media
- Customer care, general inquiries, billing
- Revenue generation/sales support
- Tier 1, 2, 3 technical support/help desk
- Welcome--onboarding/retention

We seamlessly integrate with your people, processes and technology. And live chat is one of the most engaging, efficient ways to drive sales and boost customer satisfaction. We flexibly deliver the volume and scale you need— from building a 10-person team to adding 200 agents in two months.

GlowTouch agents are 100% dedicated to you, trained and supported to excel in their role and committed to your brand.

CHANNELS



Voice



Email



Chat

GLOW TOUCH

PUTTING PEOPLE FIRST



 **177% ROI**
Turning daily interactions into sales

Solve: Taking the time to combine each other's best practices to improve resolution rates.

Satisfy: Understanding your customer needs and treating them as individuals leads to greater satisfaction.

Sell: Earning the opportunity to sell to your customers by serving them at a high satisfaction level.

EXPERIENCE



17 YRS
in Business



4.5 YRS
Agent Tenure



8+ M
Interactions
Every Year



100%
University
Educated

THE POWER & VALUE OF LIVE CHAT

OUR SUPPORT TEAM RESPONDED TO AND TOOK ACTION

Over
8M+
Customer
Interactions

"I have been blown away by the quick success and adaptability of the GlowTouch team! In just over 3 months they are performing at a quality level that I would expect from an onshore team."

— Antivirus Client

100%

Agents and Professional
Staff Are University
Educated

4.5

Years
Average Agent
Tenure

79%

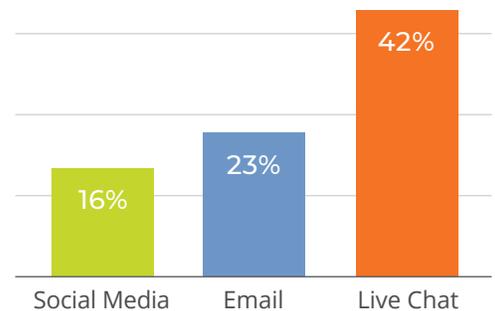
Have a Degree in
Engineering or Masters
in Technology

Live chat is a game-changer: it's the new model for companies to efficiently, effectively interact with their customers.

GlowTouch research found only 9% of companies use live chat on their website. If you let your customers contact you in real time through live chat, not only are you meeting their growing demands, but you're gaining a competitive advantage.

- Use of live chat is expected to grow by as much as 87% in the next 12 to 18 months
- According to J.D. Power, live chat is now the leading digital contact method for online customers: A staggering 42% of customers prefer live chat, compared to just 23% for email, and 16% for social media or online forums

Live Chat is the Leading Digital Content Method



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ABOUT GLOWTOUCH

GlowTouch provides personalized contact center, business processing, and technology outsourcing solutions. Whether you are ready to effectively scale your operations or seamlessly integrate customer success across your channels, platforms, and devices, you can depend on GlowTouch to support your needs. We are headquartered in Louisville, KY, with offices across the U.S. and India, as well as contact centers in Mangalore and Bangalore.

Our Mission: The GlowTouch mission is to put people at the center of all we do for and with our employees, our clients, their customers, and our community. Our people-first philosophy has served us well since we were founded in 2002.