

MODSQUAD

CUSTOMER SUPPORT BY MODSQUAD

Today's customers have more knowledge and power than ever before. You know the strength of an online recommendation from a satisfied client, just as you know to fear the wrath of a dissatisfied customer who's posting concerns. It's not enough to throw bodies at your customer service needs. You need someone who speaks their language, both literally and figuratively.

YOU NEED MODSQUAD!

What gives us the edge? Our representatives are your customers; that's what sets them apart. We provide experienced professionals in more than 50 languages from locations around the globe.

Even better, our savvy Mods are thoughtfully selected to complement your offerings. We match you with Mods with a passion for your brand. Even when dealing with customers who are reaching out to report a negative experience, our professional, educated Mods are ready to turn things around. They'll understand and relate to your customers and have them singing your praises.

Whether you're large or small, growing or rightsizing, we have a scalable solution that's right for you. Need support during holidays, product launches, or marketing events? We can cover peak traffic periods with ease.

ModSquad recruits, trains, and manages smart Mods from all demographics and all regions. We offer transparent fees and multilingual 24/7/365 service. We're available for large and small engagements at a moment's notice. ModSquad is the clear go-to choice.

THE SUPER TEAM REVEALED

ModSquad is ready to help you today.

- Providing web, email, voice, live chat, mobile, and social support
- Ready and able 24/7/365
- Available in your language and region
- Experienced, professional, and smart
- In-game and social media support pros
- Working with support tickets
- Utilizing knowledge-based management
- Fluent in many CRM and help-desk systems

ModSourcing:
Outsourcing,
Modernized



MODSQUAD

CUSTOMER SUPPORT TEAMS

ModSquad has different customer support teams ready to swoop in to serve your needs. Our teams can be scaled and scheduled to your requirements, either by traffic or ticket volume, or based on expected service level agreements and response times.

GENERAL SUPPORT (TIER 1) MODS

Tier 1 Mods respond to incoming support requests via CRM ticketing, chat, social media, and/or phone systems and troubleshoot solutions using scripts. Fully dedicated Mods typically work in hour-long shifts; schedule them successively or staggered throughout the day.

TECHNICAL SUPPORT (TIER 2) MODS

Advanced Tier 2 Mods work closely with your end users, affiliates, and development teams to identify issues, replicate steps, and establish workarounds. We efficiently communicate issues with your teams and provide customer solutions. Responding to incoming support requests, our fully dedicated mods work on an engagement for a set amount of time, typically denoted by hour-long shifts.

HYBRID SUPPORT

Get a blend of Fully Dedicated Mods, Technical, and Shared Agent Team coverage for appropriate engagements. Enjoy Fully Dedicated moderation during periods of peak activity, and Shared Agent Team support for the remaining hours in a given day, enabling extended, often 24/7 coverage.

SHARED AGENT TEAM

Deploy our “on-call unit” when Fully Dedicated Mods are not necessary, or in an overflow/after-hours capacity, when your customers cannot go without some support. During requested shifts, the team tracks the actual minutes spent on responding to requests. Get complete flexibility in the timing of each shift; schedule non-concurrent shifts throughout the day to cover the highs and lows in volume.

ModSquad

ModSquad is a global provider of managed digital engagement services. Our experienced professionals engage your customers and communities on a personal level across online, mobile, ecommerce, in-game, application, and social media channels. ModSquad offers expert-level service in customer support, moderation, social, and community. We've strategized, designed, and delivered digital initiatives for clients in more than 70 countries, with the capacity to respond in 50+ languages and dialects.

FOR MORE INFORMATION, PLEASE CONTACT THE MODSQUAD SALES TEAM:
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