



talking^{USA}
PLATFORMS
An ioTRAN Company

**White Label
Support and Configuration**
For Resellers and Service Providers



Service and Support are the hallmark of a quality VoIP hosted provider. Your customers expect high quality service and a timely response when they experience an issue. You may have the in house staff to handle service and support, but what if you don't or it's cost prohibitive?

Talking Platforms has a cost effective solution and it's from the company you trust for your white label hosted VoIP platform. Not only can we support you, but we can support your customers under your brand and company image. Your customers will experience the same level of service and support you would demand from your employees.

Imagine the time and money you will save. You will have the ability to focus on obtaining new customers and selling your phone service. No more requirements to solve technical issues, moves and changes. Reduce onsite visits for routine problems and improve your image as a professional service provider.

We set you up with a dedicated support telephone number for your customers to call. When we receive the call from this number, we know they are your customers and answer the support call with your company name. We create a ticket in our white label Help Desk ticket system and resolve your customers problem or issue. It's that simple.

We also provide your customers direct access to the white label Help Desk through your company branded web portal on our Hosted VoIP Platform. Your customers can check up on ticket status or enter new tickets without ever picking up a phone. Our technical staff is trained to respond quickly and update tickets while the problem or issue is being resolved.

What about design and implementation of your customers hosted phone system and phones? Talking Platforms has a solution to save you time and money once again in addition to service and support.

Once you have a new customer, it's time to get them up and running with your service from Talking Platforms. There is information to be gathered, phones to be provisioned and programmed. Once again, this can take time away from obtaining new customers. Let Talking Platforms be your white label design and implementation team.

Our Talking Platforms design team will work with your customers and build a system to match what they currently have or an entirely new design. We can help recommend the model and type of phones. The hardware and phones can be sent to our provisioning facility for programming and white label shipping directly to your customer.

It's time to free yourself from the service and support issues that keep you from selling and dramatically affect your bottom line. We have been supporting our partners and resellers for over 10 years and that experience can be leveraged directly to your customers in a true white label experience elevating your company's brand and image. Let us help you save time and money!

Not ready for White Label support or configuration? We have professional services you can obtain on an hourly basis to fill your requirements and support gaps.

Contact your Talking Platforms representative today and see how our White label service and support programs can save you money, time and most importantly your customers!