



CUSTOMER SUPPORT

We are a dedicated **multilingual** Customer Service team with over five years of experience, supporting businesses via **All-in-One Communication**: expertise across email, phone, and live chat. We offer **modern work approach** with flexible scaling and clear value proposition.

We ensure seamless interactions and high-quality service across the entire customer journey with continuous focus on **process optimisation**.

Core customer support features

General & Administrative Support (B2B & B2C)

- Inbound & Outbound communication: email, chat, phone
- 1st Level Support
- Back office support and admin tasks

Pre-Sales & Product Consultation

- Real-time product advice via chat and email
- Friendly, knowledgeable first contact for new customers
- Multichannel support with a personal touch

After-Sales-Support

- Return management and warranty support
- Complaint handling and resolution tracking
- Escalation management
- Customer retention through professional issue resolution

Inside Sales Support (Support for Sales Teams & SMEs)

- Assistance with quoting, lead qualification, and follow-up
- Coordination between sales teams and clients
- Structured support for small and medium-sized enterprises

40+
skilled agents

5+
Languages
(German, Swiss-German, English, French, Italian)

5+
years of experience

92%
SAT

Why choose CIIB?



Supporting clients across diverse sectors: from global online shops to niche brands



Custom-Tailored Service: Our support adapts to your brand tone, processes, and customer expectations



Monitoring KPIs: Average response times, AHT, First-Call-Resolution Rate, Customer Satisfaction Scores



We focus on partnership based on our industry knowledge (E-Commerce, SaaS, etc.)

