

CUSTOMER SERVICE SUPPORT (CSR, Escalations, QA & Coaching)

Ideal For:

Growing businesses, online stores, booking-based businesses, and service providers.

Service Overview

Give your clients a better experience without hiring a full CSR staff. This service gives you a professional customer service partner who can handle email/chat support, escalations, quality checks, and coaching.

What's Included

- Email & chat response handling
- Ticket management & CRM updates
- Customer follow-up & satisfaction support
- Escalation handling for complex situations
- Complaint resolution assistance
- QA monitoring: email/call review
- CSR script creation
- CSR coaching & training
- Customer experience workflow setup
- Remote CSR Services-We can handle your customer service calls. After-hours available.

Pricing

- **\$45/hr.** – Standard CSR tasks

For businesses needing reliable, day-to-day customer communication.

What's Included:

- Email response handling
- Chat support (if platform access is provided)
- Ticket updates + CRM logging
- Customer follow-ups + resolution tracking
- Order updates / scheduling / light admin
- FAQ-quality responses
- Professional tone + consistent service

Best For:

Startups, online shops, service providers, coaches, small business owners who need extra hands.

- **\$65/hr.** – Escalations & QA review

For businesses needing skilled communication and problem resolution.

What's Included:

- Handling escalated or sensitive customer issues
- Resolving complaints professionally
- Reviewing call logs or emails for tone & accuracy
- Investigating customer cases
- Root cause feedback
- Writing improved responses, policies, or solutions
- QA scoring (if applicable)

Best For:

Busy companies with upset clients, growing teams, or businesses where customer care directly affects revenue.

- **\$120/hr.** – CSR coaching, training & setup

Executive-level experience to improve your entire customer experience.

What's Included:

- CSR coaching (1:1 or small team)
- Customer service tone & professionalism training
- Script & template creation
- Policy & response guidelines
- Building your internal “Service Playbook”
- Call review + coaching feedback
- Customer workflow mapping (inquiry → resolution)

Best For:

Entrepreneurs hiring their first CSR, teams needing better consistency, business owners wanting to elevate client communication.

- **Customer Experience Package (\$350)**

Perfect for businesses that need a quick refresh and structure.

What's Included:

- 5 hours of CSR support
- Handling 2 escalations
- 1 custom script or policy written
- Customer experience audit
- Suggested workflow for improving response times

Deliverables:

- Clear service plan
 - Updated templates
 - Organized inbox or ticket system
 - Better customer communication quality
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- NEW: AFTER-HOURS CSR CALL HANDLING (ADD-ON SERVICE)

This service is ideal for businesses that require assistance with customer calls outside of regular office hours, including evenings, weekends, and peak periods.

Recommended Pricing:

Because this involves real-time availability, flexible schedule adjustment, and “on-call” responsiveness:

\$95 per hour (after-hours call handling)

(Evenings, weekends, holiday hours)

OR

\$150 per night flat rate (up to 2 hours of calls)

(Perfect for business owners who want peace of mind without surprise costs.)

Why this pricing works:

- After-hours = premium industry rate
- Demand-based (clients don't want to miss calls)
- We're offering a service normally handled by call centers
- We're providing HUMAN, personalized communication
- We're providing a higher level of attention & care vs. automated systems

What's Included:

- Taking inbound customer calls (forwarded to my line)
- Professional call handling
- Escalation triage
- Logging all calls + outcomes
- Sending summaries to the business owner
- Optional: weekend/holiday coverage
- Optional: priority call routing

Best For:

Busy service-based businesses:

- Beauty pros
- Cleaning companies
- Mobile repair or service companies
- Real estate
- Notaries
- Event planners
- Coaches
- Agencies