Enterprise Support Services

CSS CORP

FLAGSHIP SOLUTIONS

◄ **Yodaa - Cognitive AI Solution for Customer Experience**

◄ **Smart Routing System - AI Powered Skill Based Ticket Management**

◄ **Active Insights - Cognitive Analytics Solutions Driving Predictability**

◄ **GADET – Mobile Solution for Customer Engagement and Self-help**

QUICK SNAPSHOT

2000+ Specialized
Experts in Tech Support, Implementation and Managed Services

Premium Support
UCaaS, VOIP, Cloud / SaaS, SDN/NFV, WAN, Storage, Security and Virtualization

2/3rd of Global Telcos
Supporting 30 of Top 50 Telcos and 6 out of 10 Networking Companies

15+ Years
End-to-end CSP Support Most Tenured line-of-business (LOB) for CSS Corp

COMPREHENSIVE LIFECYCLE SUPPORT FOR COMPLEX PRODUCT ECOSYSTEMS

CSS Corp's Enterprise Support Services helps organizations to simplify their complex technology support ecosystems. We empower enterprises to adopt new age technologies to help them shift from reactive to pre-emptive engagement models, and deliver superior customer experiences. Our services cover the entire support lifecycle right from implementation to end-of-life support enabling enterprises realize operational efficiencies and gain competitive differentiation.

ENTERPRISE SUPPORT SERVICES

Professional Services
Product Implementation, Integration and CRM Services

Technical Support Services
Level 1/2/3 Tech Support, Dedicated Engineer and Remote Lab Support

Customer Support
Welcome Center, Partner Care, and Customer Database Management

Customer Success
Technical Account Management, Deployment Advisory and Resident Engineer

Multi-lingual Support
25 Languages in 16 Delivery Locations

Education Services
Training, Content Creation and Knowledge Management

CUSTOMER BENEFITS

Net Promoter Score > 75

Reduction in Customer Effort 20% to 25%

Improvement in Case Deflection 25% to 30%

Reduced Escalations Through Predictive Analytics <3%

KEY RECOGNITIONS

"Ranked No. 7" in HFS Research's Cognitive Assistant Service Providers Report

"Winner's Circle" in HFS Research Telecom Operations BluePrint

"Disruptor" in Avasant RadarView for Intelligent Automation

"Differentiator" in Customer Management Services by Gartner

CORE DIFFERENTIATORS

Holistic Product Lifecycle Services

Global Multi-lingual Support

Cognitive Support Services

Advanced Support for Networking

Co-innovation Labs

Productized Services

Global Service Delivery