CUSTOMER SERVICE

Applying intelligent content services to provide enhanced value.

Demonstrating to your customers – especially the unhappy ones – that you have deep knowledge of your relationship is key in showing that you truly value them.

However, today the process for searching databases to find relevant information – whether in paper or digital form – often requires multiple queries and many follow-up calls to the customer. Furthermore, sometimes your search may not bring up all the information on that customer that may be useful to you.

IRON MOUNTAIN INSIGHT®

TO LEARN MORE READ OUR EBOOK:
"EXTRACT MORE VALUE FROM YOUR LINE OF BUSINESS CONTENT"

IRON MOUNTAIN®

5 WAYS INTELLIGENT CONTENT SERVICES CAN ENHANCE YOUR CUSTOMER SERVICE INTERACTIONS

Type in the customer's name and, with one click, see all the information for that customer.

Retrieve both structured and unstructured data.

Filter information by a variety of parameters.

Create a faster and well-informed customer interaction.

Get alerted earlier to issues with customers to enable a proactive resolution before potential impacts occur.

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