Build Stronger Customer Relationships Through our Proactive Support Platform

A ticket management system isn't all you need - you need a way to truly know your customers, effectively support them, and grow with them

TeamSupport's award-winning, B2B-focused Support software provides businesses with the tools needed to deepen their customer relationships. We provide more than effective ticket management with an omnichannel experience that nurtures collaboration and ensures 360-degree views of your customers.

Built for B2B
Collaboratively handle high-complexity issues

▶ Built-in collaboration tools

▶ Data structured by customer/account

▶ Integrated knowledge base

Customer Management
See the ticket in the context of the whole customer relationship

▶ Extensive analytics on account trends

▶ Thorough satisfaction scoring (NPS, CSAT, CDI™)

▶ Identified opportunities for growth and expansion

Omnichannel Support
Meet your customers where they are

▶ Live chat

▶ Email-to-ticket / phone-to-ticket

▶ Customer portal, and more

AI-powered Automation

Minimize tedious workflows so agents can focus on relationship building

- Chatbots
- Automated workflows
- Intelligent ticket routing

Integrations

Enhance your efficiency with all your tools in one place

- CRMs (Salesforce, Hubspot, etc.)
- Project management tools (JIRA, etc.)
- Communication platforms (MailChimp, Slack, RingCentral, etc.)

Companies large and small across a multitude of industries view TeamSupport as a mission-critical part of their support and business operations.

NBA   **TELADOC**   **FUJIFILM**   **COMCAST**   **AMERICAN LUNG ASSOCIATION**

> " If your organization is merely focused on getting tickets closed as quickly as possible, consider a solution that provides the tools to enable a holistic approach to supporting your B2B customers.

Ready to take a holistic approach to supporting your customers?
Let's chat today!

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TeamSupport