

Managed Services

An Extension of Your Team

ChorusCX offers comprehensive managed services for business communication (Voice and Data), taking care of everything from technical support and high call volume management to inclusive maintenance - our services can be white labelled and seamlessly integrated into your business.

Managed Services Advantages

- ▶ **24/7 Support:** With ChorusCX, you can expect continuous support all year round.
- ▶ **Efficient Call Handling:** Our team proficiently tackles high call volumes and peak times.
- ▶ **Inclusive Maintenance:** We provide complete installation and maintenance services.
- ▶ **Localised Service:** Experience personalised service thanks to our local, UK based support. Our service provides 'follow the sun' support for your customers.
- ▶ **More Hands On Deck:** Our partnership means augmenting your support workforce skills without the extra payroll burden.

Exceed Your Customers' Expectations. Get Unmatched Support Anytime, Anywhere with ChorusCX. Schedule a demo today for first-rate managed services and support to drive better business communication outcomes.

Managed Services Features



Industry leading: Our stats prove that we are market leaders in providing 247/365 Support Services - 97% of calls answered in under 30 seconds / 4 minutes - average call length. Many of the UK's largest VARs use and trust ChorusCX with their customers.



Integrated Support: Our knowledgeable support personnel blend into your business, offering a cohesive service experience.



Complete Call Recording & Statistics: Enjoy total control and visibility with integrated call recording and ticket monitoring features



Technical Sign-Off Services: Depend on our design expert sign-off authority for technical approvals.



Streamlined Communication Metrics: We handle your reporting using customisable dashboards, ensuring effective communication always.



Customised Solutions: We can provide bespoke managed services and support tailored to your business needs.



Simple and cost effective: Our commercials are simple, you just purchase an inclusive minutes bundle and leave the rest to us!