

# ChorusCX Managed Services & 24/7 Technical Support

Always On. Always Expert. Always There.

## Your customers don't keep business hours. Neither do we.

When calls overflow, when your team clocks off, when a customer hits a technical wall at 2am, ChorusCX is already there. Our 24/7 managed technical support service ensures no call goes unanswered, no customer is left frustrated, and your own team can breathe.

We don't just take calls. We solve problems. And we do it in your name.

## The Support Gap Most Businesses Can't Afford to Ignore

Every business faces the same pressure: customer expectations are rising, call volumes are unpredictable, and the cost of a missed call or poor experience is higher than ever.

- Peak hours generate more calls than your team can handle
- Out-of-hours calls go to voicemail or nowhere
- Your skilled staff are fielding repetitive first-line queries
- Overflow means customers wait, abandon, and churn
- Hiring more people is expensive, slow, and hard to scale

ChorusCX solves all of this, without adding a single headcount to your payroll.

## Never Miss a Call, Even After Business Hours

Call volume doesn't stop at 5pm. ChorusCX handles overflow, out-of-hours calls, and emergency escalations, evenings, weekends, bank holidays, so no customer is ever left waiting. Zero missed calls. Zero frustrated customers.

## Real Tech People, Not Scripts

Your customers speak to technical professionals who understand the product and can actually fix the problem, not a call centre reading from a flowchart. Customers feel heard, helped, and valued. even when things go wrong.

## Take the Burden Off Your Support Team

ChorusCX absorbs the volume and handles first-line queries, so your experts can focus on complex, high-value work. Your team stays sharp. Your SLAs stay met. A happier internal team, and a better experience for your customers.

## Cost-Effective Support Without Compromise

No recruitment overhead. No shift premiums. Just flexible, enterprise-grade 24/7 support that scales with your demand and fits your budget. More support, less spend.

## White-Labelled and Brand-Aligned

We operate as a seamless extension of your brand. Your tone, your standards, callers never know they're speaking to an external team.

## Full Visibility and Reporting

Every interaction is tracked, recorded, and reported, so you always know exactly what's happening.