



CONTACT CENTER SOLUTION FOR PENSION FUND ADMINISTRATORS

Helping Improve Your Sales & Customer Loyalty.

To provide an outstanding customer service in today's competitive market, Pension Fund Administrators need to invest in an effective solution, which will boost customer's relationship and reduce working cost, thus the need for a Customer Service Solution for PFAs cannot be overemphasized.

Interra Networks Ltd, a prominent customer service solution's provider in West Africa and beyond offers an efficient, reliable and well optimized contact center service which plays an integral part in helping PFAs maintain high quality customer service.

Our Customer Service Solution serves as a central point in an enterprise from which customer interactions are managed via Phone, SMS, Chat or Email. This promotes higher and steady levels of customer satisfaction which puts you ahead of the competition.

“ With our leading contact center solutions, your PFA is assured of a value-adding, flexible and sustainable solution ”



We utilize a Customer Relationship Management (CRM) Solution which enables us capture and store all available customer information in the central database. This allows your PFAs customer service agents pull up a pensioner's entire history during an interaction, thereby making communication and service more effective and efficient. Our CRM also enables Sales Force Automation and can be used by your sales team to effectively capture and track client interactions.

With our solution, your clients receive unified customer experience across all interaction points and our teams of professionals are passionate about the role they play in making that happen.

Our highly trained multilingual agents are available to enhance your customer service function. Customers can be directed either to live agents immediately or through our Interactive Voice Response (IVR) system depending on your requirements. Our agents can handle a wide variety of services from basic customer inquiries concerning their retirement savings account to technical support and complaint gathering.

The Contact Center Options for You!

- **Outsourced:** We provide you with all the desired features of a Contact Center Service from our state of the art facility.
You are guaranteed quick time-to-service, scalability, security and zero set-up risk.
- **On-Premise:** We deploy sustainable and unmatched Contact Center Solutions at your facility inline with your unique requirements and provide you with the right technical support.
- **Hybrid:** Outsource your 1st level and have your On-premise deployed at your facility.
- **Cloud:** Run you Contact Center from anywhere with an internet connection.
Agents can be at the office or at home, spread across any geography.

Key Strengths

- Sustainability
- Multilingual Expertise
- Operational Excellence
- Good Partnership
- 24/7 operation option
- Support and Maintenance
- Safe & Secure Data Storage
- In-depth industry knowledge

For more information contact: INTERRA NETWORKS LIMITED

First Floor, BOA Plaza,
Independence Avenue, Central Business District,
Abuja - FCT.

14A, Apapa Lane,
Dolphin Estate,
Ikoyi, Lagos State

Tel: +234 (0)700 INTERRA
+234 (0)9 780 9340

E-mail: info@interranetworks.com

