

Service:

Sales Support:

- 📌 **Customer inquiries:** Handling customer queries about products or services, providing information, and assisting with purchasing decisions.
- 📌 **Order processing:** Taking and processing orders from customers, ensuring accuracy and timeliness.
- 📌 **Up selling and cross-selling:** Suggesting additional products or upgrades that complement the customer's purchase.
- 📌 **Quotations and pricing:** Providing quotes and explaining pricing structures

Technical Support:

- 📌 **Troubleshooting:** Assisting customers in diagnosing and resolving technical issues with products or services.
- 📌 **Installation support:** Guiding customers through the installation or setup process of products.
- 📌 **Product support:** Providing information about product features, capabilities, and limitations.
- 📌 **Maintenance and repair:** Offering guidance on maintaining and repairing products to ensure optimal performance.
- 📌 **Remote assistance:** Using remote tools to access and troubleshoot customer systems if necessary.
- 📌 **Escalation handling:** Managing and escalating complex issues to higher levels of technical support if required


Delivery & Installation:


- 📌 **Logistics coordination:** Planning and scheduling the delivery based on customer preferences and availability.
- 📌 **Shipping options:** Offering different shipping methods (standard, expedited, etc.) depending on customer needs.


Delivery confirmation: Ensuring that deliveries reach the intended destination and obtaining confirmation from the recipient.

- 📌 **Pre-installation assessment:** Evaluating the site or space to determine installation requirements and any potential challenges.
- 📌 **Installation planning:** Developing a plan for installing the product that considers factors such as safety, efficiency, and customer preferences.
- 📌 **Professional installation:** Sending trained technicians or specialists to install the product correctly and according to manufacturer specifications.
- 📌 **Testing and verification:** Ensuring that the installed product functions properly and meets quality standards.

After Sales Support:

-  **Technical Support:** Helping customers troubleshoot technical issues they may encounter with the product.
- **Usage Guidance:** Providing guidance on how to use the product effectively and efficiently.
- **FAQs and Knowledge Base:** Offering resources such as FAQs, manuals, and online guides to address common queries.
- **Troubleshooting:** Assisting customers in diagnosing and resolving issues related to product performance or functionality.

 **Product Repair:** Arranging for repairs or replacements under warranty or through service agreements.

 **Maintenance Advice:** Providing tips and recommendations on how to maintain the product to prolong its lifespan and optimize performance

24-Hours Online Technical Support:

Providing 24-hour online technical support involves ensuring continuous assistance and troubleshooting for customers, regardless of the time of day. Our professional & dedicated Sales Executive and Representatives always stands behind our honorable customers for fulfilling their requirement. Our sales persons will always attend phone calls and email queries of our customers with their full dedication. Equipments & Machineries purchased online at home delivery method will be supplied with proper care at the customer's site and our engineers will install the purchased items at customer's site & will provide operational demonstration if required (charge applicable).