

Customer Support Manager

Montreal

Our client is a customer intelligence company. By inviting customers to view our product, salespeople learn who to call and what to talk them about, and Marketing departments understand which messages are resonating with which customer segments.

They have a number of clients, most notably a leading telecom carriers, where the solution is now a key piece of the company's go-to-market strategy within the Small & Medium Business division. Our software is used both by named account sales reps that visit their customers, and by reps doing outbound telemarketing to un-named accounts. Support call centres are also interested in using our software, to increase the bridge ratio from inbound service call to sales opportunity.

Provide weekly on-site support to key Pilot customers, supplemented by telephone and email support
Troubleshooting any problems (technical, organizational, behavioural)

Providing support that helps drive adoption of the tool, e.g.

Help reps upload customer contact details onto Portal

Help reps plan their mailing campaigns

Promote best practices with reps, e.g.

Encouraging them to follow-up on leads in a timely manner

Providing advice on when to follow up, how to continue the conversation that the product starts
measuring outstanding customer support