



TechmodeGO CONCIERGE SERVICES

SUPPORTED BY HUMANS. POWERED BY BUSINESS.

At Techmode, our support doesn't stop once your system is live. That's just the beginning.

3CX

aws

With Techmode Concierge Services, you get direct access to our U.S.-based team of experienced technicians. With Techmode Concierge Services, every client receives access to ongoing, expert **U.S.- based support** from live technicians who are ready to assist with anything from basic questions to more complex system changes.

24/7 support is always just a phone call, email, or portal message away — no overseas call centers, no endless hold music, no hassle.

CLIENT SATISFACTION THAT SPEAKS VOLUMES

We proudly maintain a Net Promoter Score (NPS) of 85, well above the industry average of 36. That score reflects how likely our clients are to recommend us — and it says a lot about how seriously we take support.

We're also rated A+ by the Better Business Bureau, a testament to our responsiveness, integrity, and commitment to long-term relationships.

THE BOTTOM LINE

Whether you're making routine changes or need guidance on best practices, Techmode Concierge Services ensures you have the support and technical expertise to keep your system running smoothly.

WITH CONCIERGE SERVICES, YOU'LL HAVE ACCESS TO SUPPORT...

Our Concierge Services cover a wide range of support tasks everything from day-to-day changes to long-term optimization. Here are just a few examples of what we handle:

- Resetting voicemail passwords
- Adding or removing users
- Updating call flows
- Reviewing call reports and usage trends
- Troubleshooting technical issues
- Performing routine health checks
- Recommending ways to improve call handling
- Enabling new features and system integrations
- Coordinating with third-party apps (CRMs, Microsoft Teams, analytics tools, etc.)
- Training and onboarding
- Emergency re-routing (for snow days, outages, after-hours changes)

If it involves your phone system, we've got it covered.

RELIABLE. RESPONSIVE. PERSONAL.

That's the Techmode difference.



www.techmode.com

Get In Contact:
Call: (888) 397-6633

