



ENSURE COMPLETE CUSTOMER SATISFACTION

TeleCare from TeleApps is a comprehensive support strategy designed for partners and end customers to ensure availability of enhanced customer experience solutions anytime, every time.

How can you guarantee your business does not experience a revenue loss due to an application failure issue? As communications environments become more multifaceted and complex, can you promise your customers timely resolutions irrespective of their geographical positioning?

TeleCare from TeleApps is a market-driven innovative service that cohesively delivers proactive management across multi-vendor communication infrastructure and applications. It puts forward innovative application ideas in integrating the monitoring tools to contact center applications such as IVR, call recording and host application connections. The support team is strategically based in key geographies for timely resolution and system availability.

www.teleapps.com



Support services and customer experience solutions available



Gets You Closer To Your Customer



Helps you focus on your core business and profitability

DELIVER PERFORMANCE

Contact Center applications
Monitoring and Resolution
ensuring availability

Voice Quality Manager
monitors and reports
clarity of audio

Remote access
concentrator providing a
single interface via telnet
SSH, RDP

Cloud dashboards and
analytics to monitor the
complete infrastructure

Availability Manager to
route the right alarms to
the right people

Capacity Manager
provides real-time and
historical capacity
information of systems

On site support and SME
involvement on need basis



Reduce
Business Risks



Automate
manual and
repetitive tasks



Optimize
Assets



Increase
Application
Uptime

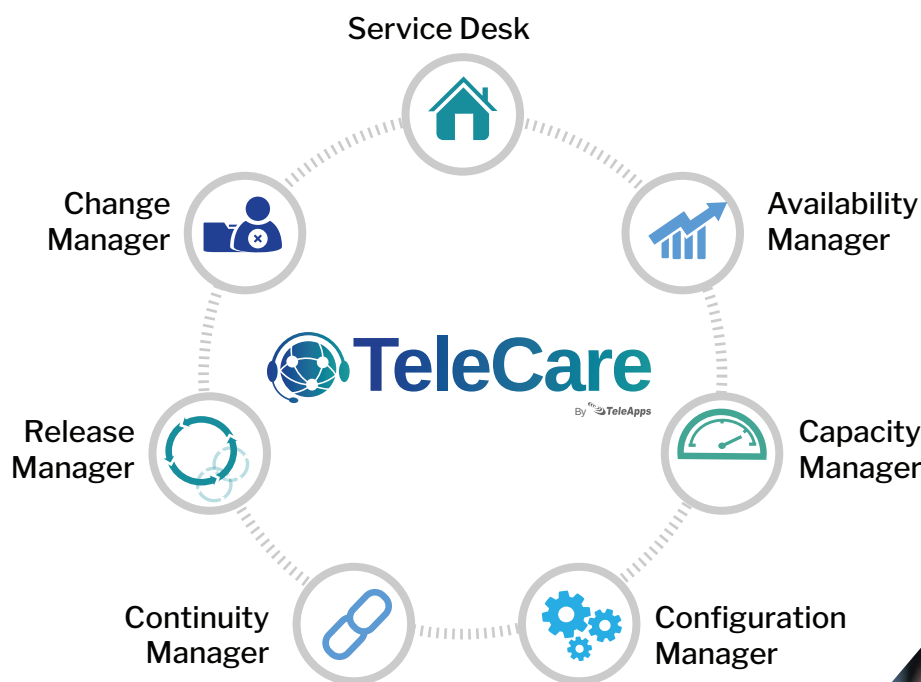


Rapid System
Recovery



Capture All
Changes Through
A Single Tool

YOUR VIRTUAL SERVICE MANAGEMENT



ITIL Service Management

Flexible & Scalable

Cloud based

Simple to deploy, use &
Support

Multi Vendor Support

Opex based pricing



About TeleApps

TeleApps is a leading service and solutions provider that helps define and deliver a consistently wow experience along the entire width of the customer experience journey. TeleApps products and services aim to resolve issues, monitor performance with operational and customer insights derived from analytics and empower businesses to grow and succeed.

Australia & New Zealand | ASEAN | India & SAARC
Middle East & Africa | North America

**Connect with us and
let us help you create,
innovate and manage
your customer
experience.**

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