



# Customer service that your customers will love

**Phenomenal customer service is the North Star guiding companies to long-lasting success. Happy customers not only stay loyal, but also act as brand ambassadors – driving increased revenue.**

However, typical outsourced call centers face many challenges. High attrition rates, staffing shortages, and increased waiting times threaten to leave customers stranded.

Deliver exceptional service with every customer interaction with Cloudstaff customer service staff.



# What can Cloudstaff customer service staff do for your business?

Every brilliant business is underpinned by delighted customers those who love, return, and endorse your brand. Our Cloudstaffers are seasoned team members, equipped to handle every aspect of customer service, so your business can soar high and stay there.

The table below features some of the most common tasks that Cloudstaff customer support staff perform for businesses around the world.

## Best customer support tasks to outsource

Cloudstaff customer service can perform any customer service tasks in a wide variety of roles. Listed below are some of the most common tasks Cloudstaffers perform.

<b>Business development</b>	<b>Lead generation</b>	<b>Customer experience</b>
<b>Market research</b>	<b>Customer liaison</b>	<b>Phone support</b>
<b>Email support</b>	<b>Live chat</b>	<b>Customer retention</b>
<b>Sales support</b>	<b>Issue resolution</b>	<b>Customer satisfaction</b>

## Localized skills in all major platforms

Cloudstaff accounting professionals are highly experienced with US, Australian, and UK sales support practices and familiar with all major software platforms.

<b>Salesforce</b>	<b>Zendesk</b>	<b>HubSpot</b>
<b>Freshdesk</b>	<b>Intercom</b>	<b>LiveChat</b>
<b>Intercom</b>	<b>Drift</b>	<b>Chat Platforms</b>
<b>Office Platforms</b>	<b>Social Media Tools</b>	<b>VoIP Software</b>

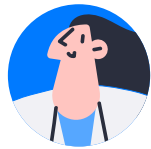
# Build your remote team your way.

When building an offshore team with Cloudstaff, you can mix and match positions to tailor your team to your exact requirements. Choose from almost any role and build the team that exactly fits your needs.

Best of all, scaling your team is a very quick and simple process. We take care of all of the heavy lifting for you. You can start with a single staff member and scale your team quickly and easily as needed.

The samples below are real life examples of two Cloudstaff teams currently working with businesses in the US and Australia.

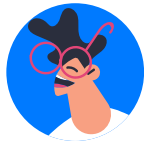
## Team A



Customer Service  
Manager



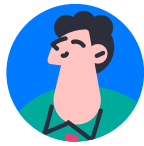
Customer Support  
Representative



Customer Support  
Representative



Lead Generation  
Specialist

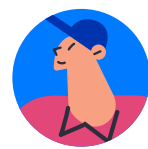


Issue Resolution  
Specialist

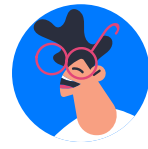
## Team B



Customer Support  
Representative



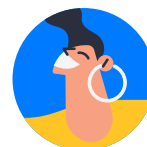
Customer Support  
Representative



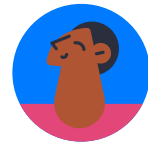
Customer Support  
Representative



Lead Generation  
Specialist



Lead Generation  
Specialist



Sales  
Admin

With Cloudstaff as your trusted offshore customer service co-pilot, you can chart your course to superior customer service! By joining forces with us, you get access to our pool of hardworking, loyal staff. With experts from customer experience to technical support we connect you to your service dream team.

# What do you get when you outsource with us?

Most businesses are first attracted to outsourcing because of the affordability of high-quality staff, but they soon discover that when they partner with Cloudstaff, they get so much more.



## The right talent fast

Cloudstaff will find you the perfect candidates from our database of over 500,000 pre-screened candidates.



## Recruiting the best

As the #1 Workplace, we match you with your dream team all while saving you 60-70% compared to onshore hiring.



## Award-winning culture

We invest heavily in our staff. Our award-winning corporate culture allows us to maintain an industry-leading staff retention rate of 94%. Our staff care about your business.



## Track record

Cloudstaff has the proven track record in professional industries like accounting, real estate, IT and software, customer service, tourism and travel, construction, and debt collection.



## Industry training

Select staff from our pool of pre-trained candidates. This enables you to get up and running quickly with reduced training costs.



## Technology

Cloudstaff is leveraging the power of AI across the entire platform. From job matching, to predictive metrics, and augmenting key roles with professional accelerators.



## PCI DSS certified

Cloudstaff is a PCI-DSS credit card and payment industry certified company. We offer enterprise-grade data and physical security measures to protect your business and clients.



## ISO certified

ISO certification boosts credibility, customer trust, and operational efficiency while opening doors to new business opportunities, ensuring long-term success and competitiveness.



## Diverse

With over 6,000 staff, 15 years experience, and remote staffing options in the Philippines, Colombia, and India, Cloudstaff helps you find the team with the skills you need.

**Feel like having a chat?**  
**Talk to us and learn more about**  
**customer service staffing!**

✉ [customerservice@cloudstaff.com](mailto:customerservice@cloudstaff.com)

🌐 <https://www.cloudstaff.com/roles/customer-service/>



**WB-1006**



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