

# Customer Experience Shield

Protect your brand while you grow.



As customer volume increases, response times and service quality often suffer. The Customer Experience Shield provides a dedicated support professional who ensures consistent, timely, and professional communication with your customers.



## Best for

- ✔ Growing service companies
- ✔ E-commerce or logistics businesses
- ✔ Teams experiencing support backlogs



## Problems this package solves

- ✔ Slow customer response times
- ✔ Inconsistent service
- ✔ Overloaded internal teams
- ✔ Customer dissatisfaction and churn

## Scope of work (typical responsibilities)

Your Customer Support professional handles:

### Issue Resolution

- Basic troubleshooting
- Internal escalation coordination

### Documentation

- Support logs
- FAQs and knowledge base support

### Customer Communication

- Email and ticket responses
- Order and service status updates



## How our hiring process works



NearHands manages recruitment, compliance, and onboarding.

## Expected outcomes

- ✔ Happier customers
- ✔ Improved retention
- ✔ Consistent brand experience



## Not sure if this is the right fit?

Schedule a conversation and we'll help you confirm.

[mauricio.moreno@nearhands.com](mailto:mauricio.moreno@nearhands.com)

+1 (657) 439 6200

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