

Keep Your Customers Happy and Coming Back for More

with ModSquad's
CX Ecommerce Services

You've worked hard to get these customers in the door with great products, a compelling website, and captivating marketing. Keep them around with excellent customer support and engagement from ModSquad.



What We Do

We're a one stop shop, from social engagement to customer support. Pre-purchase to post-purchase, ModSquad's wide range of CX services help you meet your customers when and where they want to be helped.



Services

CUSTOMER SUPPORT

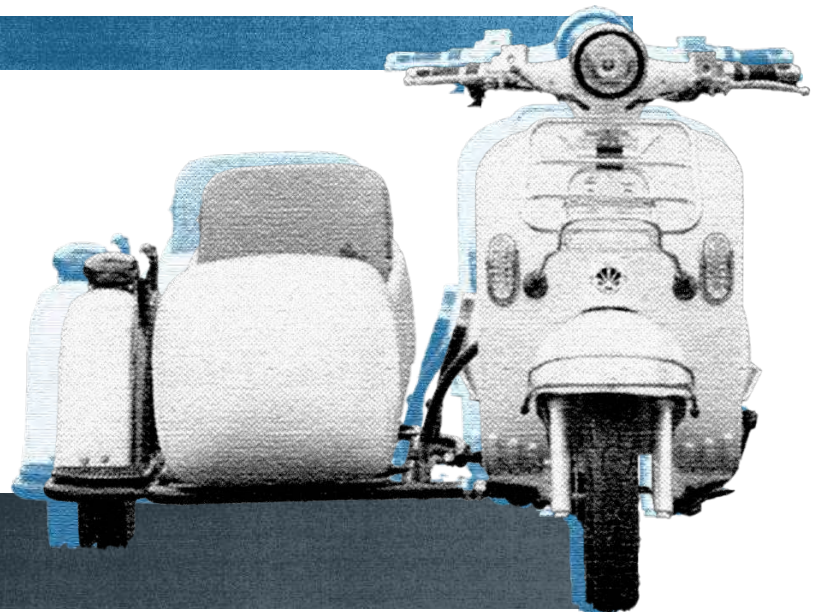
- **Omnichannel Support - Phones, Chat, Email, SMS, Social, More**
- **Pre-Sales Questions**
- **Order Management**
- **Processing and Fulfillment**
- **Returns and Chargebacks**

SHOPPER ENGAGEMENT

- **Draw in Customers**
- **Answer Questions**
- **Run Campaigns**
- **Manage Brand Ambassadors and Influencers**

COMMUNITY AND MODERATION

- **Engagement Moderation**
- **Proactive Customer Engagement**
- **Content Calendars**
- **Social Listening**
- **Real-Time Sentiment Analysis**
- **Brand Protection**
- **Crisis Management**



Why ModSquad

FLEXIBILITY – Never Shorthanded, Never Overstaffed

Available 24/7/365 (including nights, weekends, and holidays), ModSquad provides coverage by the hour -- not by an FTE model. We're capable of bursting up to meet any demand (from crushing your backlog to seasonal peaks and product spikes) and will scale back when appropriate. Think of us as an insurance policy for your in-house team.

QUALITY

Our Mods are assigned to your project because they're customers and fans of your product or service. PCI-compliant CX experts, our experienced Mods are far from temps or call-center drones. Since 2007, our distributed workforce includes native speakers in 50+ languages throughout 70+ countries.

VALUE WHERE YOU NEED IT

Boost your bottom line with ModSquad's unmatched offering. Save by paying only for the hours you need. Improve efficiency with best practices and improved workflows. Increase customer satisfaction while improving sales and retention.

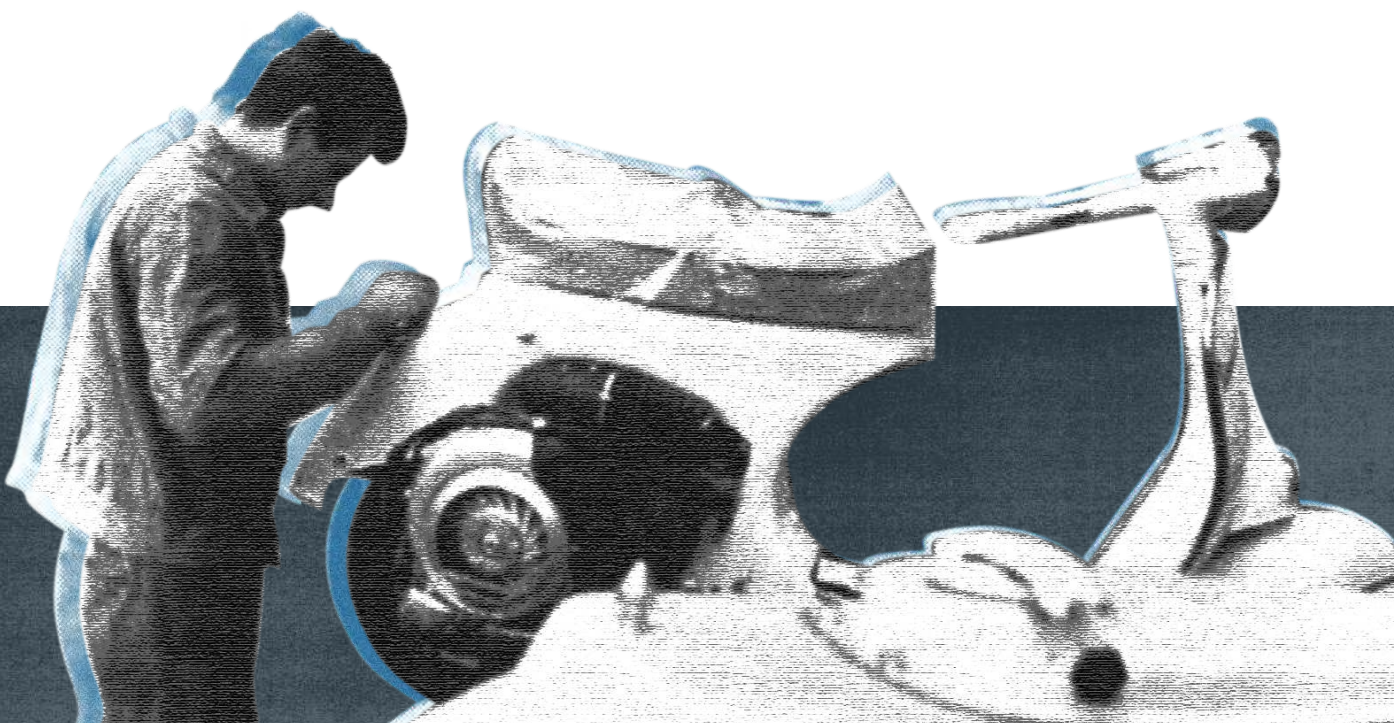
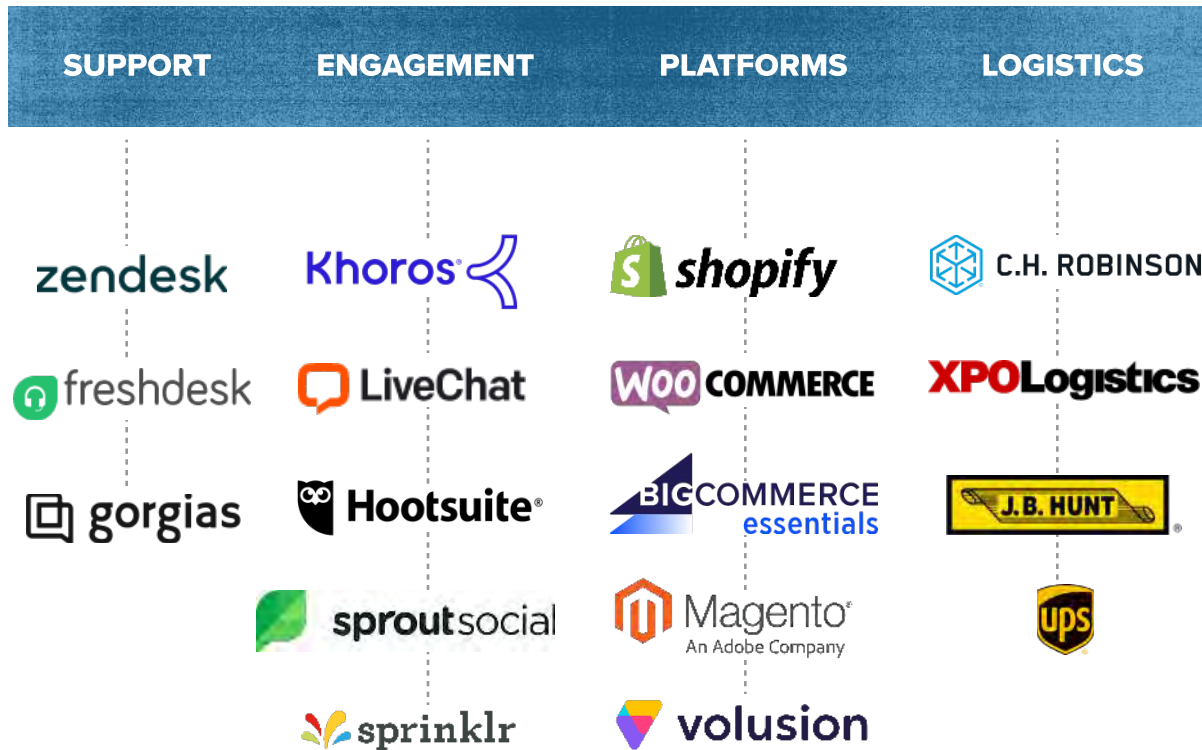
"We would highly recommend ModSquad to companies both big and small looking to scale and improve their support offerings."

– Alison Edwards,
Customer Happiness Manager,

GIVING
ASSISTANT

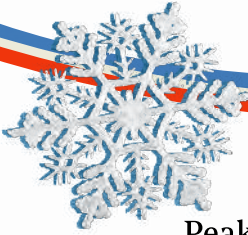


There Isn't a Tool We Haven't Used





ModSquad Seasonal Support



Peak season is a natural part of any business. Whether it is back-to-school, the holidays, or even a new product launch, you already know the challenge of providing the support your customers demand as incoming requests skyrocket. Be ready for the influx of requests with experienced seasonal support that meets your exact needs.


- Eliminate the requirement to recruit, hire, onboard, and set up a seasonal support staff, only to let them go months or even weeks later.
- Ramp up quickly during your busy season and then scale back down once the rush is over.
- Get the flexibility you want, so that you're only paying for the exact hours to address customer demand.
- Schedule hours according to high points in traffic or by another measure, such as response-time requirements.
- Provide a seamless CX experience for your customers.

Be there for your customers when they need you most, with ModSquad seasonal support.

Learn more about ModSquad's seasonal customer support in action. Discover how ModSquad's flexible support offerings helped Santa's Club flourish in their peak season.



"If you want a partner that's going to treat your business as if it were their own and is willing to go the extra mile, **you want to go with ModSquad."**

— William Evelsizer, Founder and CEO, 




Don't Take Our Word for it

"ModSquad is the exception that proves the rule." 

"I cannot emphasize enough how much I value their work and reliability."

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"ModSquad was fantastic to work with. There's been a dramatic change in how we do business here, **an absolute change for the better.**" 

"ModSquad is able to scale up with us; they're **flexible** and **nimble**, and are able to refine support based upon our needs."

 kid&co

"ModSquad represents the first welcome Ireland has for our consumers." 

Want to learn more? Give us a shout.

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