

Your comprehensive solution for e-commerce customer service outsourcing.

ClearSource offers specialized e-commerce customer service outsourcing that helps businesses scale their operations and provide high-quality customer experiences across multiple channels.

With expertise in e-commerce and a strong focus on customer satisfaction, ClearSource enables companies to deliver seamless, reliable, and efficient support that drives customer loyalty and business growth.

Key E-commerce Services

Omnichannel Customer Support



ClearSource provides 24/7 customer service through phone, email, chat, and social media, ensuring customers can engage with your business on the platform of their choice. By offering consistent support across multiple channels, ClearSource helps to enhance the overall customer experience and build brand loyalty.

Scalable Support



Businesses often face fluctuating demand, especially during peak seasons like holidays. ClearSource offers scalable solutions that can adjust to your customer service needs, ensuring that your customers receive timely responses without compromising quality, even during high-traffic periods.

E-commerce Expertise



The team at ClearSource is well-versed in the complexities of e-commerce, including order management, returns, and refunds. Their specialists are trained to handle product inquiries, order tracking, and payment issues, which are vital in providing smooth customer interactions and resolving issues efficiently.

Data-Driven Insights



ClearSource uses data analytics to continuously monitor performance and customer feedback, allowing businesses to make informed decisions. This data-driven approach enables the identification of areas for improvement in the customer service process, resulting in enhanced satisfaction and operational efficiency.

24/7 Support



ClearSource provides round-the-clock support, allowing e-commerce businesses to operate globally and serve customers across different time zones. The 24/7 availability ensures no customer inquiry goes unanswered, enhancing the overall experience.

Why Choose ClearSource?

Enhanced Customer Satisfaction

ClearSource ensures that customers receive timely and high-quality service, essential for e-commerce businesses where a seamless shopping experience can make or break customer loyalty.

Cost Efficiency

By outsourcing customer service, e-commerce companies can focus on their core competencies while ClearSource manages the customer experience.

Scalability

As business needs fluctuate, particularly during high-demand periods, ClearSource can scale its services up or down, providing flexibility without additional overhead.

CASE STUDY:

ClearSource Delivers for E-commerce Brand

In 2019, a lifestyle and e-commerce company aimed to revamp its Customer Experience (CX) strategy to enhance customer and dealer satisfaction. ClearSource was selected to lead this transformation.

Challenges

- Escalations to CEO via social media, signaling poor customer experience.
- Low CX sentiment among both customers and dealers.
- High rates of incorrect parts being shipped.



Actions Taken

ClearSource collaborated closely with the company to redesign its support model, which included the following:

- Revising roles and creating a Tier 4 escalation team for emergency cases.
- Dropping email as a customer service channel to focus on more effective methods.
- Adding a CSAT Master role to address and improve negative reviews.
- Implementing new training and learning management systems (LMS) for agents.
- Streamlining the escalation pathway to make processes more efficient.
- Utilizing data analytics and post-case surveys to drive CX improvements.
- Regular collaboration through daily huddles and weekly reviews to track performance.

RESULTS:

ClearSource's involvement delivered significant improvements in key customer service metrics between 2019 and 2022



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Testimonial from E-commerce Partner

"I trust ClearSource with our business as if they are part of our company. Their passion for our brand and our customers is clear and when issues arise, their entire team – from front line to senior management – are there with us to identify the root cause, share insights on things we can do better, as well as take ownership for getting the service experience back on track. I couldn't ask for a better extension to our team."

– VP, Customer Experience & Service

