

OUTSOURCED, TEMPORARY, OR WHITE LABEL

Contact center services

We manage world-class contact centers in support of fleets, insurance companies, original equipment manufacturers, or after-market part suppliers.



Expert Call Center Solutions

If you manage a breakdown team or an emergency call center, then you know the importance of managing nights, weekends, and periods of peak demand. You have experienced people not showing up, overtime being scrutinized, or having too many or too few staff to match inbound call volume.

Fortunately, we're here 24/7/365.

We relieve pressure on our customers' fleet maintenance and emergency response contact centers by filling specific needs. At any time, you can toss your phones to our highly trained staff of transportation and maintenance industry professionals. Our knowledgeable, capable technicians answer calls immediately, act with urgency, and keep your drivers or customers engaged.

Our technology mimics your protocols, decision processes, and original equipment specifications to maximize warranty claims. What you ask, we do in a manner consistent with your team.

Whether you are searching for supplemental support or a comprehensive, outsourced solution, we offer the experience, people, and technology to help. Here's what to expect:

- Eliminate staffing problems
- Eliminate issues with night or weekend coverage
- Eliminate overtime discussions
- Leverage the best of our buying power or yours
- Improve reporting analytics
- Provide world-class service to your callers

White-Label Services

For customers who need a branded call center solution, we offer careful customer service that protects and enhances your brand. We are the preferred "1-800" service or technology-enabled contact center for the world's most recognizable and respected fleets, insurance companies, and manufacturers.

WANT TO KNOW MORE ABOUT TTN?

There's no better partner for fleet owners, operators, or maintenance managers. We resolve the challenges facing fleet maintenance professionals. To arrange an introduction, contact your TTN Fleet Representative or email sales@ttnfs.com

