KM²
KM² Solutions

CORE SERVICES

- Customer Care
- Customer Acquisition
- Customer Retention
- Help Desk/Troubleshooting
- Technical Support
- ID & Password Reset
- Activation Support
- Upsell & Cross-Selling
- Billing & Payment Inquiries
- Issue Resolution
- Third-Party Verification
- Social Media Management
- Content Moderation
- Account Management

Omni-Channel

Why KM² Solutions?

INDUSTRY EXPERIENCE:
COMMUNICATIONS & MEDIA

KM² Solutions offers innovative outsourcing solutions for the communications and media industry, which help drive efficiencies, reduce costs, and improve performance. In an increasingly transformative landscape, access to cutting-edge technologies and innovative solutions is critical to delivering enhanced customer experiences and maintaining a competitive advantage.

KM² leverages two decades of experience across all major verticals and the latest in AI-driven advanced technologies to ensure superior, insight-based service to its clients and their customers. With a broad geographic footprint and multilingual capabilities, KM² can also meet market growth needs while offering the best in business continuity and redundancy.

Key Advantages:

Customer Satisfaction & Retention
From Customer Care to Technical Support, KM² agents excel at Level 1 Tech Support, upsell, cross-sell, retention, and issue resolution.

Technology & Innovation:
KM² is at the forefront of employing best-in-class technologies like AI, data analytics, and automation to improve service delivery and reduce human error, resulting in smoother and higher-value customer interactions.

Performance & Optimization:
We achieve and maintain operational efficiency through optimal workforce management. Ensuring that the correct number of agents with the right skill sets are staffed at the right time allows us to meet our clients' demands while maintaining operational efficiency.

KM² Solutions (KM2 Solutions) operates contact centers throughout the Caribbean and Latin America. The company provides clients with a host of different solutions including customer care, receivables management, technical support, sales and marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes a SOC 2 audit annually, and has a Compliance Management System that meets the FDIC standards.

For more information, please contact the Sales Team:

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