



CORE SERVICES

- Customer Service Support
- Sales Support and Real-Time Sales Guidance
- Order Enquiry, Taking and Processing
- Order Tracking and Status Enquiry
- Product Returns
- Product Exchanges
- Complaint Management
- Payment/ Billing Support



Why KM² Solutions?

KM² Solutions is an award-winning BPO with over two decades of experience operating an exclusively nearshore strategy throughout the Caribbean and Latin America. The company provides clients with a host of outsourcing solutions, including customer care, receivables management, technical support, sales & marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes an annual SOC 2 audit, and has a Compliance Management System that aligns with the FDIC.

INDUSTRY EXPERIENCE: RETAIL & ECOMMERCE

KM² Solutions strives to deliver a seamless shopper experience, helping our retail and eCommerce clients make the most of every relationship across whichever channels are most relevant to the client's customers. Our Retail and eCommerce service experts have extensive experience meeting and exceeding key metrics for inquiries related to customer service, direct response, technical support, catalog orders, and eCommerce. Our proven track record includes increasing average order value, conversion rates, and, most importantly, customer satisfaction.

- 100% increase in Retail/E-commerce seasonal staffing flexibility.
- Cost-effective, high-quality services delivered from best-in-class locations.
- Accent-neutral bilingual support.
- We outperform in all key metrics, including AHT, calls per hour, hold time, wrap-up time, NPS, and service level metrics.

