InfoLink exp®
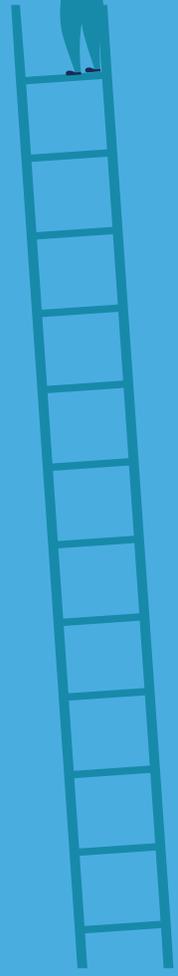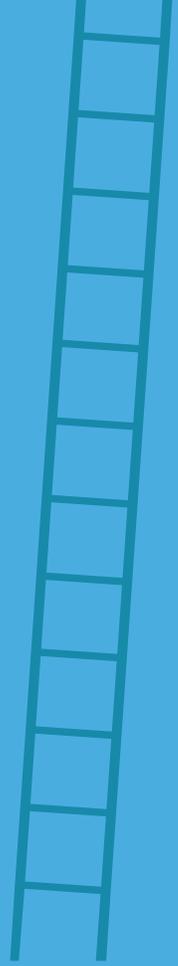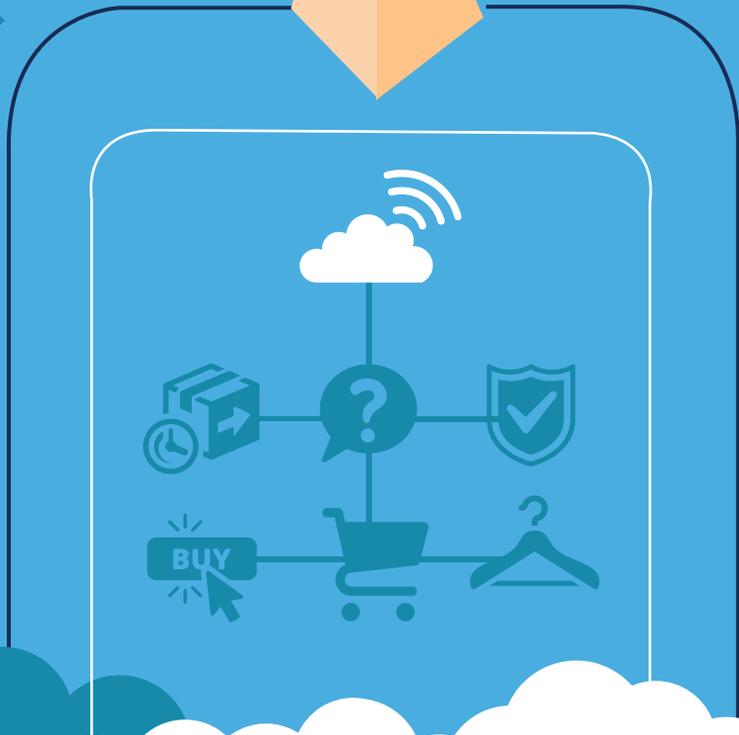
SCALE
Smart

24HR

Why Are We Here?

Imagine that your company is a Jenga tower.

Each piece of the tower is essential to keep it standing. You must be selective on which piece you have to move next to continue growing. Founders work hard to get investors. The product design team works hard to create a good product. Marketing and Sales put in a huge effort to get customers. **Then comes support.**

Supporting your customers and working on retaining those customers is a critical piece as well. You know you must do it, but maybe it's not as fun as the other pieces. Besides, there is a lot of complexity involved. As you acquire more customers and user adoption soars, you'll start to see a sharp rise in customer support requests. We are the solution to that potentially stressful scenario.

We absorb the complexity of supporting your users. Infolink-EXP takes care of this Jenga block and works with your team to ensure it too is an engine of growth.

We help you scale your customer support operations throughout the customer journey, from order tracking, returns, exchanges and shipping, to billing and app assistance or any other customer inquiries. Our support teams will help you do it efficiently and affordably.

Infolink-exp helps you to keep your Jenga tower standing and scaling up. You gain peace of mind, and get to focus on growing, innovating, and acquiring new customers.

Our customer journey solutions focus on the customer experience, are omnichannel and serve smart tech and e-commerce companies.

SUPPORT

OPERATIONS

MARKETING

ENGINEERING

PRODUCT DESIGN

FUNDING

![InfoLink exp® logo]
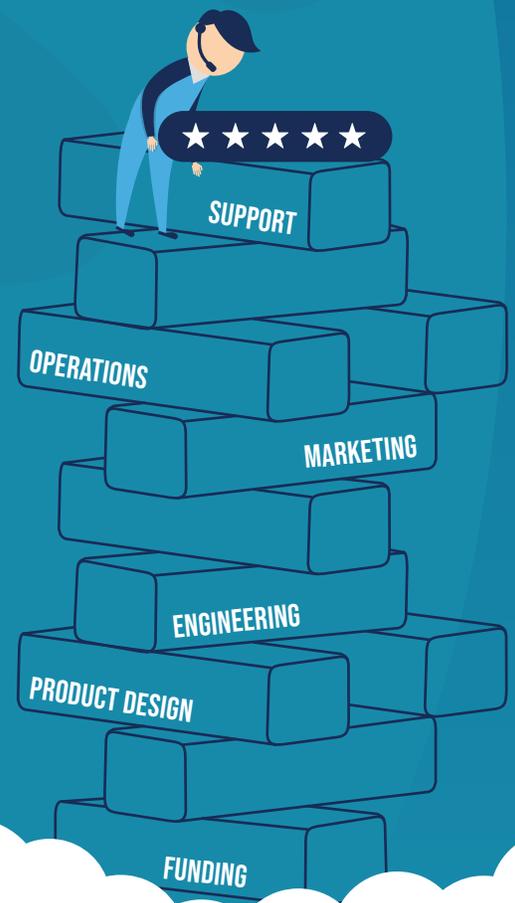
Our bundle for growth

Smart Scaling Solutions

Our offering is composed of a wide array of support solutions for IoT, Smart Tech and E-commerce companies to help them scale.

SMART SCALABILITY

We help smart tech companies scale their customer support and human intelligence operations

TRANSFORMATIONAL CX

Transformational CX for your end-users

REVENUE ENGINE

Proven solutions for revenue retention and expansion

CX OPTIMIZATION

Advanced CX and Customer Journey Analytics

AI Platform
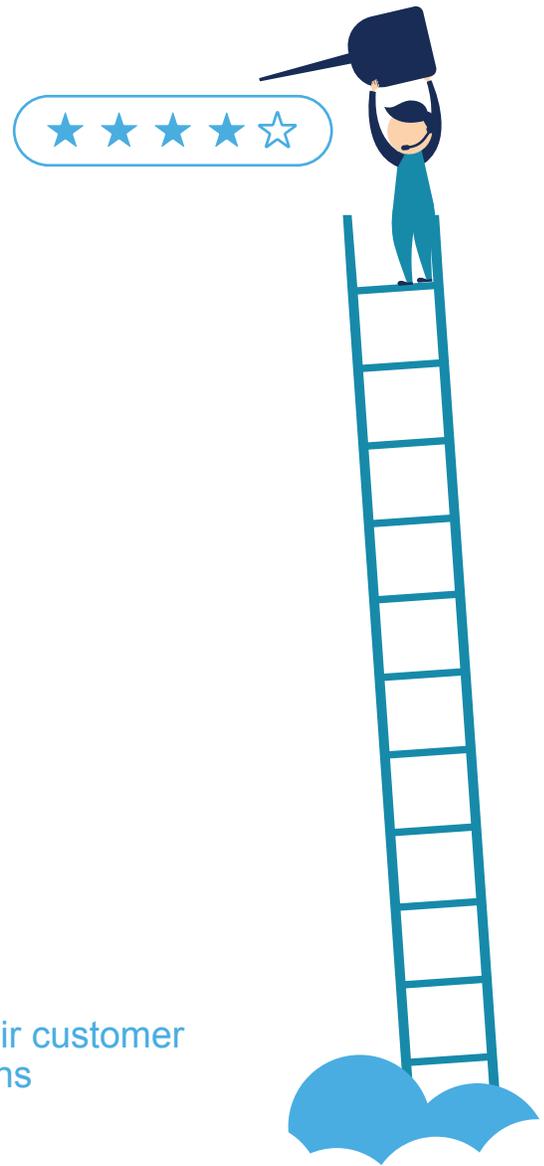
ZAHOREE®
CX ANALYTICS

OUR ZAHOREE® ANALYTICS TECHNOLOGY APPLIES ARTIFICIAL INTELLIGENCE TO SURVEYS, SUPPORT CASES, PRODUCT REVIEWS, AND OTHER SOURCES OF CUSTOMER FEEDBACK AND BEHAVIORAL DATA. WE DELIVER UNIQUE VISIBILITY INTO YOUR CUSTOMERS' JOURNEY WITH YOUR PRODUCT AND BRAND.

About Us

We are a platform for growth for our customers. We help society thrive by using new technology safely and effectively to transform lives and to improve the health of our communities and planet.

Transformational
CX

"If you look at support not just from a problem-solving perspective, but from an understanding of your customer's journey and their aspirations, the outcome is a really successful, happy customer.

At Infolink-exp we provide customer experiences that positively transform the customer's life. Each customer inquiry for us is part of an ongoing relationship, and not just an isolated event."

José A. González. Infolink-exp CEO

Our
Locations

North American and EMEA operations centers.

User support in USA, Canada, EMEA, and LATAM

Across the globe 24/7 support

San Jose CA. USA

Juárez México

Chihuahua México

Málaga Spain

Multilingual Teams: Support by native speakers

Our teams must meet and sustain CSAT, quality and productivity goals

Data-driven CX

Our Consumer IoT Support Teams are trained to service non tech-savvy users in situations that require patience and hand-holding

Our world is changing...

The use of digital technologies is rapidly accelerating, and people are trying to adapt to new technologies at a very fast rate, many times forced by new challenges in their lives. Whether it is the way they buy products, or how they protect their homes and property, or how manage their health with smart technologies, customers have found new ways to shop, explore, and live.

In the new economy, businesses have no choice but to quickly adapt to these changes in consumer behavior. If you are an e-tailer or offer your products and services online, at Infolink-exp we are ready to help you scale. Our support teams can help you do it efficiently and affordably, so you gain peace of mind and stay focused on growth.

INTEGRATED
DATA-DRIVEN **CX** CUSTOMER EXPERIENCE FOR
SMART TECH COMPANIES

InfoLinkexp®

ISO 27001
CERTIFIED
COMPANY

INFORMATION SECURITY
NORTH AMERICAN OPERATIONS CENTER
ISO/IEC 27001 2013
NO. 192449

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#3199
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INC. **5000** 2021
HONOREE
#2311
America's fastest-growing private companies

INC. **500** 2020
HONOREE
#490
America's fastest-growing private companies

MORE INFORMATION: www.infolink-exp.com • ask@infolinksa.com