



Success Story #2

Web Services Support

PROBLEM

The Boeing Store was challenged with logistical issues related to processing orders and shipping merchandise to customers world-wide. Many customers are located in different parts of the world and do not always have access to international phone dialing. Additionally, the Boeing Store wanted to avoid building out internal call center support.

SOLUTION

Sound Telecom presented to The Boeing Store its efficient Oracle-based online chat services program. It was determined that while many customers could not always call Boeing for customer support, web access was nearly ubiquitous. So Sound Telecom launched 24-7 online web chat through which we respond to and process customer queries daily. In addition to chat support Sound Telecom also provides The Boeing Store with live agent inbound support. Our agents both chat with and speak to customers on nearly every continent.

Professional. Friendly. Courteous.



The Boeing Company is the world's leading aerospace company and the largest manufacturer of commercial jetliners and military aircraft. The Boeing Store sells Boeing apparel and collectibles to fans around the globe.

RESULT

Sound Telecom provides The Boeing Store with a highly efficient web services support model that keeps their customers happy while efficiently maintaining their sterling reputation.

**Let's Develop Your
Solution Today**
1.800.557.1550
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