

Does your company need to have a "customer/user information and support telephone service" in Spain for your products or services?

**complaints
information
incident reports
business contacts
info on contests**



| multichannel customer management.

¿Who is this service designed for?

For all manufacturers who want to give their customers a way to contact them in Spain, either on the product label or on the instructions or in the user manual, in order to give them information, receive incident reports, complaints or simply to give them a way to contact the company.

Why do I need Netboss's services?

1. Because of the cost. It has never been so easy or so cheap to have this type of service. Starting from only 199€ a month, any of your company's products can display the words "customer support service/telephone number", and an exclusive telephone number where we will attend to your customers in accordance with your company's normal procedures.
2. Because these services are some of the industrial/business activities that your company can outsource, bringing you cost savings, optimizing your resources and, above all, providing your customers with high quality service.



- **Improve your product marketing**
- **Improve the professionalism and quality of your customer support.**
- **Provide an open line to your customers where they can obtain important information.**
- **From 199€ a month**

How does the service work?

When you contract this service, you will be assigned a telephone number in any of the formats on the Spanish market that your company chooses (902, 900, 800 or with an Autonomous Community prefix). If you already have a number, it takes only a simple process and a few days to turn the management of your number over to our team.

Calls will be managed in accordance with the procedures and protocol agreed to with your company, so that any call can be routed to any department in your company or to the emergency services of any Autonomous Community, the local poison centre, etc., if for some reason the situation or your product requires this (a toy, foodstuff, etc.).

All contacts with your customer support service/telephone number will be duly logged in accordance with your requirements so that you can have receive the information you need daily: calls received, type, etc.

The service will meet the current regulations in force in Spain, especially the Organic Law on the Protection of Personal Information, the Consumer Law and the Law on Food Safety and Nutrition.



- **Foodstuffs**
- **Toys**
- **Electronic equipment**
- **Cosmetics**
- **Drinks**
- **Medicines**
- **Etc.**





How much does it cost?

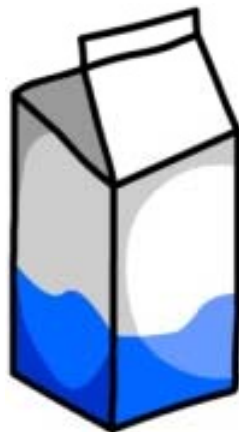
from

199€/month

Your company can have its own "consumer/customer support service/telephone for up to 24 hours a day.

Phone us on: +34639400321.

Send us an e-mail: netboss@netboss.es





gestionamos clientes