



OPTIMIZE YOUR **MOVING OPERATIONS** WITH EXPERT CONTACT CENTER SUPPORT

ABOUT US

With over **20 years** of experience in delivering world-class contact center services, Rawhide Intelligence Services supports a wide range of industries, including Property Management, Mortgage, Moving, Telco, and Utilities. Our specialized **24/7 multilingual services** for the Moving and Transportation industry include tailored multichannel support handling calls, emails, chats, SMS and social media interactions to ensure efficient operations management and seamless customer experience.

OUR SERVICES



CUSTOMER SUPPORT

- Answering customer's questions related to the move, booking, confirming schedules and updating changes



BOOKING & SCHEDULING

- Managing move requests and bookings selling the right plan



RESOURCE ALLOCATION/ MAPPING

- Allocating and assigning tasks for movers, helpers, trucks, equipment with the right customers



TEAM CO-ORDINATION

- Seamless co-ordination between multiple teams such as customer support, sales support, helper support for improved bookings



ROUTE OPTIMIZATION

- Planning optimal routes to minimize travel time and ensure timely arrivals



WAREHOUSE MAINTENANCE

- Streamlining inbound shipments and co-ordinating deliveries to customer destinations



VENDOR & PARTNER CO-ORDINATION

- Real time co-ordination between multiple teams such as customers, movers/helpers, truckers, partners and vendors



TOOLS EXPERIENCE



OUR EXPERTISE



45 Cities &
29 States Serving



3M
Moves handled for our client



5 MINUTES
Average Handling Time (AHT)



90%
First Contact Resolution (FCR)





Omni-channel
(Phone, Chat, Email, SMS, Social Media)




Bilingual Support
English & Spanish

GET IN TOUCH

 419-466-8560

 www.rawhideis.com

 info@rawhideis.com

 USA

