

GuardianCX

Rapid Response Team

GuardianCX delivers U.S. based call center experts who take care of sales and support calls quickly and effectively as part of your trusted team.



CX Pros On-Demand

Missed and mishandled customer calls are missed revenue opportunities. TotalCX™ can help.

First, the TotalCX™ Customer Experience Platform helps your team field all calls and act on opportunities in progress with alerts in real-time!

Then, GuardianCX ensures rapid response to calls and alerts with call center services on demand.

Our experienced CX pros:

- ✓ Respond to alerts promptly and professionally
- ✓ Get mishandled calls back on track
- ✓ Save missed sales opportunities



100% Accountability -

Our Rapid Response Team acts on alerts from inbound/outbound calls and texts, too!

Experience TotalCX™

GuardianCX Rapid Response Team is a component of the TotalCX™ Customer Experience Platform, which combines the best of technology and people power into a smart revenue engine.



- Conversational AI + Automation Technology
- Rapid Response Team + People Power
- TotalCX™ Customer Experience Engine

Extend Your Sales & Support Team with GuardianCX

✓ Appointment Scheduling

Our call center agents can field customer requests for service and book times on your company schedule.

✓ Web Lead Follow Up

Our sales pros contact your leads within minutes after they fill out a web form for more information.

✓ Increase Staff Productivity

Enable your team to focus on closing more deals while our agents answer questions from inbound callers.

✓ Upsell Assistance

Our sales pros can pitch complementary products and services as add-ons to customers' orders.

✓ CRM Integration

We integrate directly with your CRM so our agents can log notes about calls, eliminating extra data entry.

✓ Optional Outbound Calling

Our team will call to remind customers of appointments, expiring warranties, overdue accounts and more.

✓ Customized Reports

Our Rapid Response service comes with customized performance reports.

Instantly Expand Your CX Team with GuardianCX