

IMMEDIATE EFFICIENT CONVENIENT

Powered by people
and technology

www.equatex.com/contactcentre



EFFICIENT AND SEAMLESS EXPERIENCE

Sophisticated knowledge management system so that we find the right information, fast.

Benefit for employers

Enhances the value of your plans.

Benefit for employees

Questions are answered accurately and quickly.

IMMEDIATE AND PERSONAL ACCESS TO AGENTS

Plan participant support via our EquatePlus platform, telephone or chat by real people, not bots.

Benefit for employers

Experienced professionals that feel like an extension of your workforce.

Benefit for employees

Convenient and personalised service with fast-track.

ROBUST AND SCALABLE TECHNOLOGY

Secure technology with real-time reporting so we can rapidly adjust to both our client and participant's needs.

Benefit for employers

A partner who understands plan participants needs for continuous improvement.

Benefit for employees

Reliable and consistent support anytime, anywhere.



Streamline your global compensation plan management

EQUATEX

Part of the Computershare Group



USER BENEFITS

The Equatex Contact Centre delivers a unique customer support experience, allowing both the employer and employees, a fast and efficient way to discuss and manage their existing Share Plans.

Listed below are just some of the key benefits available:



HELPCCHAT

Open a webchat with a real person and engage with them about your Share Plans. Available at peak operating hours and offering English and German language options.



FASTER CALL HANDLING

If you are logged in to Equateplus.com and then decide to call us, you can use a onetime generated code to skip the authentication process and have your question answered faster.



MULTILINGUAL OPTIONS

Once you call the Equatex helpline you will be able to listen to 7 languages to help you select your enquiry type before being connected to an agent. We then cover up to 100 languages for the call itself.



DYNAMIC KNOWLEDGE DATABASE

Contact centre agents have access to a dynamic knowledge base which allows them to find the most relevant content for the questions they are being asked.



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