

## Starter Package

Basic Customer Support Service

(Inbound + Outbound Phone Support & Email Handling)

At SJOR, we offer reliable and responsive Customer support services that ensure your customers always feel heard and valued. Whether it's handling incoming queries, proactive outreach, or managing email responses. Our trained agents deliver consistent and professional support that reflects your Brand.

Our Services Include:

### **Inbound Support**

Prompt and polite handling of customer queries, complaints, and service requests.

### **Outbound Calling**

Follow-ups, feedback calls, reminders, and customer engagement outreach.

### **Email Support**

Timely, accurate, and brand-aligned responses to customer emails.

### **Monthly Performance Report**

Clear insights. Actionable data. Transparent results.

At SJOR, we believe in complete transparency and continuous improvement. Each month, we provide a detailed performance report to keep you informed and aligned with your customer support goals.

What's Included:

### **Call & Email Volume**

Total inbound/outbound calls, email interactions and real-time data and meaningful analytics.

### **Top Issues & Recommendations**

Insights into recurring concerns and suggested process Improvements.

*Focus on your business, while we take care of your frontline.*

# Growth Package

For Expanding Businesses

Dedicated Account Manager (Your single point of contact. Always on your side.)  
At SJOR, every client is assigned a Dedicated Account Manager to ensure smooth communication, personalized service, and continuous alignment with your goals.

Our Services Include:



## **Personalized Support**

One expert who understands your business inside out



## **Proactive Communication**

Regular check-ins, updates, and strategy discussions



## **Performance Reviews**

Monthly reports, insights, and improvement plans



## **Faster Issue Resolution**

Direct escalation and quick turnaround on requests

We don't just manage accounts, we build relationships that drive success.

Digital Marketing Services (Reach • Engage • Grow)

At SJOR, we help you connect with your audience through smart, results-driven digital marketing strategies. From building brand awareness to driving leads, we tailor campaigns that align with your business goals.

What's Included:



## **Social Media Management**



**Content Planning & Creation** - Posts, captions, reels, and creatives



**Scheduling & Publishing** - Consistent posting across platforms



**Community Engagement** - Responding to messages, comments & DMs



**Performance Reports** - Monthly insights on reach, engagement & growth



**Google Reviews Improvement**

*Let us grow your online presence while you focus on growing your business.*



1323 Minor Ave, Seattle, WA 98101 | [sjorusa@gmail.com](mailto:sjorusa@gmail.com) | (206) 830-8809