



SERVICE DESK & IT OPERATIONS CENTER



WE FOCUS ON EXCEEDING EXPECTATIONS

Our commitment to quality accelerated by AI drives automated process, allowing your team to focus on the more impactful needs of your business. Our call handle rates and ticket closure percentages excel industry standards, while our low rate of abandoned calls supports that we are a value-added resource.



Our tenure spans over 15 years of meeting and exceeding client requirements



Consistent training, coaching & strategic workforce management fosters our culture of remarkably low turnover rates

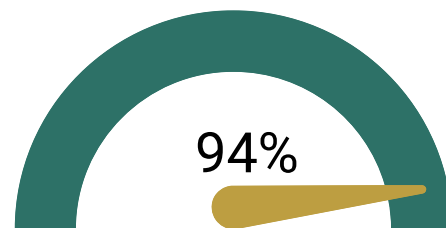


We utilize AI to accelerate innovation, increase productivity & boost efficiency



Our team includes skilled coders who can directly address issues & implement value driven changes

Customer Satisfaction Score



Industry Standard 73%

Our customers rate us 94% for satisfaction!

Source: HDI

Cayuse Commercial Services



20%

Our call abandonment rate is 20% better than the industry standard

Source: HubSpot

WE BELIEVE IN PARTNERSHIPS AND TRANSPARENCY



At the core of our partnership are honesty, openness, and commitment. We go beyond answering calls and routing tickets. Our approach adapts to your needs, embraces new technologies, and provides customization that grows with your business.

Cayuse Key Drivers to Customer Satisfaction



Quality Service that
goes beyond checking
off a KPI



Exceptional Customer Service



Guided by experienced leadership, our employees are engaged and highly productive. Our low attrition is proof that our employees are loyal to Cayuse and our clients.



What Our Clients Say



There's significant improvement in HD performance since you all have come on board. With no ticket routing/resolution issues reported, we have only heard good things thus far. Keep up the good work!!!



I am very pleased working with Cayuse. I look forward to a longstanding professional relationship with them.



The transition has been seamless. Working with Cayuse techs, they have been knowledgeable, informative, responsive, and very helpful.

Cayuse identifies trends before they become incidents. We solve issues efficiently, enabling users to maintain productivity. Our success is a testament to our ability to streamline operations & empower our agents.

CONTACT US >



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