

JolaSupport

We offer our partners experienced white label technical support for their JolaPhone customers with a non-geographic telephone number and a customised email address. Partners can advertise contact details to their end customers and forward callers directly to us via an option on their auto-attendant. We answer calls with a generic technical support greeting. Our UK-based technical team is available from Monday to Friday from 9.00hrs until 17.30hrs (excluding public holidays).



Knowledgeable, experienced, UK-based technical support

Cost-effective, experienced technical support delivering exceptional customer service on your behalf on a per-seat-per-month basis.



Dedicated non-geographic number and email address assigned to each partner

Partners receive a dedicated non-geographic telephone number and email address for JolaPhone customers. Calls and tickets will forward to the Jola team, who will support customers on your behalf.



Online support available

We can take charge of desktops to resolve issues remotely.



Calls and tickets tracked against SLAs

We ensure all calls and tickets are responded to in a timely manner and keep customers up to date at every stage.



How-to guides for common queries

We have created step-by-step guides for common queries, which can be shared with all end-users using white label branding.



One point of contact for JolaPhone

We developed the products and use them in house so are in the best position to advise your customers and help to replicate and resolve any issues they raise.



Fixed monthly charge per seat

JolaSupport is charged on a per seat per month basis, making it easier to budget for. Your customers can make as many calls to us as they need, without worrying about building up a big bill for you.

Contact us

For further information
call us on 0115 822 5000
email sales@jola.co.uk
or visit www.jola.co.uk