



INVENTROPE TECHNOLOGIES

EMPOWERED SUPPORT SOLUTIONS

BUSINESS PROPOSAL



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About Inventrope

Inventrope was founded in 2014 with one aim: to provide world-class customer service agents to companies. Our agents help companies meet their customer satisfaction and success goals through their deep multi-platform know-how, quick troubleshooting, and fast turnaround times across multiple support channels.

Inventrope has built a strong team of support agents whose expertise range from technical and billing support to providing solutions for various funnels and platforms.



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Inventrope's Expertise

Inventrope's support team has expertise in the following areas of customer support - Technical, Billing, Admin, and Platform Troubleshooting through various support channels.

With our trained support agents, you can focus on your growth goals for your platform or business, while we take care of your customers and users day in and day out.

Whether you need one agent or a whole team, we've got you covered.



Technical Support

Our support agents provide technical troubleshooting support through emails, help desks and live chat. Our focus is on fast resolution with accurate troubleshooting in the lowest number of responses to the user.

You can use our technical support agents in the following ways:

- Help answer user questions for your SAAS platform
- Troubleshoot issues on platforms including Wordpress, Woocommerce, Elemantor, ThriveArchitect, Shopify, and others
- UI and UX Testing for a new platform
- Create help documentation and SOPs for your platform
- Troubleshooting for custom setups and funnels with a fast resolution for platforms.

The team can also be trained on any other platform based on our customers' needs.



Platform-specific Troubleshooting

Our support agents also provide troubleshooting for custom setups and funnels with a fast resolution for platforms including

- WordPress
- Elementor
- ThriveArchitect
- Woocommerce
- Shopify
- Other leading CMS and CRM tools

Accounts & Billing Support

Our support agents focus on the “Save the Sale” approach with their Billing support. We have techniques and processes in place that focus on turning a possible account cancellation into a long-term user for our customers.

We also provide services such as

- Chargeback Monitoring
- Account Monitoring
- Account Access-related tasks
- Onboarding and Client Induction



Vendor Support

For vendors and sellers, Inventrope offers a variety of support services.

You can use our agents to help with:

- Setting up products, funnels, and payment links
- Answering customer support queries, including dealing with access related questions, billing & refunds, and other product questions
- Monitor accounts, prepare reports, or write-ups

Administrative Support

Admin support is also referred to as “Small Yet Important” support.

You can use our agents to help with:

- Sending invites and scheduling calls
- Creating video or audio notes for podcasts, videos, and other content
- Set up product funnels
- Monitor accounts, prepare reports, or write-ups



Mix & Match Support

With Inventrope, you're not limited to just one type of support or agent. All our agents are trained across platforms and industry verticals, so you can have them perform any roles required in your company.

With the "Mix & Match" support option, you can have our agents work with a mix of technical, billing and admin support.

Hire One Or Build A Team

With Inventrope, you can start small by hiring just one of our agents, and then build your team as your business grows.

You can also have our agent join your existing team to add to your customer support arsenal, or have us build your team from scratch for round-the-clock or other support needs.



Pricing Structure

We've designed our pricing to be straightforward and flexible, ensuring you get the support you need.

Depending on the specific type of support required—whether it's technical, billing, admin, or platform-specific—we offer a flat fee per agent per month option, covering a full 160 hours (that's 40 hours each week).

Our minimum monthly flat fee is set at \$1500 per agent per month.

In case you need more tailored assistance or have unique requirements, we're more than happy to chat about it on a call. Feel free to reach out so we can find the perfect solution for you!



Why Partner with Inventrope

Our highly skilled and trained support agents provide well-rounded, focused and crisp support across various support levels. All of our agents are trained across leading online platforms including landing page builders, autoresponders, payment processors, click-tracking systems, Wordpress, theme builders, and more.

We maintain high-quality standards and expectations from all our agents, so you can trust us to always be there for you and your customers.

We help fill T1, T2, and T3 positions in billing or technical support, as well as provide platform experts you can trust to play multiple roles.

Our agents are the customer support backbone for your online business.



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Contact Us

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