We are a call center that provides inbound and outbound calling & marketing services for eCommerce store. We would like to see a fun, creative, playful design that is simple.

Here are some sample design sites we like;

- <https://aircall.io/>

- <https://www.freshworks.com/live-chat-software/>

- <https://www.intercom.com/>

Here are some competitor sites;

- <https://www.mapcommunications.com/>

- <https://www.supportninja.com/>

**About Us:**

Gravity is an omnichannel provider for customer care and back-end office support. We primarily work with eCommerce companies around the world. Our service is vital to the core operations and functionality of consumer-focused online eCommerce companies.

Gravity originally started out as a generalized call center support company. Based in California, the founder quickly realized that there was a lack of support for eCommerce owners that were just getting started. In 2018, Gravity switched gears to offer professional grade call center support at a price that even start-ups could afford.

Even though Gravity is built to support small business, we are positioned to support medium to enterprise level eCommerce companies. If you are looking to work with a company that is vested in your success, then look no further!

We look forward to helping your business grow!

**Platforms we work with:**

* Shopify
* Wix
* Amazon
* Thrive Cart
* Big Commerce
* Woo Commerce
* Lemondstand
* And more!

**What We Do**

Gravity is your personal customer service and product research team. We love eCommerce, but we love seeing business owners succeed even more! That is exactly why we have developed the processes and technology to take care of the most over looked areas in eCommerce - Customer Service and Retention.

Let Gravity handle your customers while you focus on growing your business.

**Services:**

* Digital Services
  + Email Support
  + Live Chat Support
  + Product Research
  + Product Listing
  + Price Monitoring
  + Product Photo & Video Editing
* Call Center Services
  + Answering service
  + Welcome Calls
  + Follow-Up Service
  + Customer Upselling
  + Over-The-Phone Order Taking
  + Order Return Processing
  + Feedback/Survey Calls
  + Message Delivering Service
  + ROI Diagnostics & Reporting
  + Scalable Call Center Pricing
  + Customizable For Any Industry
  + 100% US-Based Agents

**Pricing:**

* Digital – Standard
  + $69 Per Month
  + Unlimited Email Support
  + Limited Live Chat Support
  + Product Research (5 per month)
  + Product Listing (5 per month)
  + Price Monitoring (10 products per month)
  + Product Photo & Video Editing (5 photos & 1, 10 second video)
* Digital – Business
  + $199 Per Month
  + Unlimited Email Support
  + Unlimited Live Chat Support
  + Product Research (20 per month)
  + Product Listing (20 per month)
  + Price Monitoring (50 per month)
  + Product Photo & Video Editing (20 photos & 5, 10 second videos)
* Call Center – Standard
  + $39 Per Month (7 day free trial)
  + Pay Per Minute
  + $1.10 Per Minute
  + Live Personalized Receptionist Service
  + Text & Email Delivery
  + Includes Nationwide 800 Number
  + Answering service
  + Welcome Calls
  + Follow-Up Service
  + Customer Upselling
  + Over-The-Phone Order Taking
  + Order Return Processing
  + Feedback/Survey Calls
  + Message Delivering Service
  + ROI Diagnostics & Reporting
  + Scalable Call Center Pricing
  + Customizable For Any Industry
  + 100% US-Based Agents
* Call Center - Business
  + $249 Per Month (7 day free trial)
  + 225 Minutes
  + $1.05 Per Minute
  + Live Personalized Receptionist Service
  + Text & Email Delivery
  + Includes Nationwide 800 Number
  + Answering service
  + Welcome Calls
  + Follow-Up Service
  + Customer Upselling
  + Over-The-Phone Order Taking
  + Order Return Processing
  + Feedback/Survey Calls
  + Message Delivering Service
  + ROI Diagnostics & Reporting
  + Scalable Call Center Pricing
  + Customizable For Any Industry
  + 100% US-Based Agents

**FAQs:**

* Is the free trial really free?
  + The free trial only relates to the “call center” service packages! There is no hidden fine print or fees to get started. We don’t even require any payment info, signatures, or deposits. If you don’t like us or our service, just simply walk away.
* Do I have to sign a contract?
  + Nope. All our service plans are month-to-month answering service agreements.
* Do I have to purchase any hardware or equipment?
  + No. This is one of the major benefits of working with us. We have already invested in all the technology, equipment, and software needed to serve your customers properly.
* Do you offer custom script writing?
  + Yes we do. From basic answering to upsell and cross-sell sales scripting, we can create a perfect, high converting script to meet your needs.
* I’m not sure how many minutes I’ll need?
  + Don’t worry, our account reps can help you determine the best plan to fit your needs. This is one reason why we offer our free 7-day trial. This gives us the right information to gauge your call traffic and set you up with the perfect plan.
* Can I change my service plan?
  + Yes. This is the beauty of our month-to-month answering service agreement. You are never locked down to any given plan. You can always upgrade or downgrade your account at any time.
* Why do you use time-based billing over standard billing?
  + Because nobody likes to pay for services they don’t use. Our “time used” billing allows you the freedom and peace of mind to know you are covered without the added expense of a full-time employee.
* How long does it take to get started?
  + Most accounts can be setup in as little as 24 hours. More complex accounts could take longer.

**Contact:**

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