

A photograph of three call center agents (two women and one man) wearing headsets and smiling, working in a call center environment. A large, semi-transparent blue triangle is overlaid on the right side of the image.

# Call Center Outsourcing Services

Driving Customer Engagement with a Personal Touch

[www.invensis.net](http://www.invensis.net)

## Driving Customer Engagement with a Personal Touch

Business outcomes are linked to customer experiences. Give your customer a great experience and they will assist you build your reputation. Therefore, every customer interaction is an opportunity to resolve issues, build loyalty, and leave a lasting impression. A dedicated call center can help you build relationships, provided you manage it in efficient ways.

Ensuring positive outcomes through a call center is possible only when you can anticipate customer needs and preferences and tailor experiences accordingly. And that's where we come in. We are a team of highly skilled and trained call center professionals committed to delivering your customers the experience they are looking for everytime they come knocking.





## About Invensis

Invensis is a specialized service provider of call center outsourcing services. With over 22 years of experience, we have become a one-stop solution for end-to-end services call center services. We are driven by a team of call center managers, reps, QA specialists, IT professionals, and other support staff, from inbound and outbound call handling to multichannel support. Our end-to-end call center

solutions enhance customer experience and drive customer satisfaction. We have a global footprint, with major players in the call center outsourcing arena hailing from countries such as the United States, the United Kingdom, Canada, Australia, France, Germany, Switzerland, Norway, and the Middle East.

## Here's How We Streamline Call Center Outsourcing Services for You

Efficient call center operations are pivotal for delivering exceptional customer experiences. We work closely with you to design a customized framework that aligns with your business objectives and values. From call routing and script development to escalation protocols and quality assurance procedures, we meticulously craft a system tailored to your unique requirements. We implement advanced call management systems for call tracking, recording, and reporting to gain valuable insights into customer interactions and agent performance. We establish robust routines and protocols for handling inbound and outbound calls, managing customer inquiries, resolving issues, and providing comprehensive support.

We leverage many tools to manage modern call center operation requirements efficiently. These include Genesys Cloud, Five9, Twilio Flex to manage and route incoming and outgoing calls, Salesforce, Microsoft Dynamics 365, Zoho CRM as CRM, ACD systems, IVR technology to reduce agent workload, Zendesk, Freshdesk and more for omnichannel customer management, and the list continues. We have decades of expertise in offering seamless customer experience to our clients. Need be, we will be customizing individual software/tools to cater to your unique needs and workflow parameters.

## How We Position You for Best Outcomes



### Expert Call Center Professionals

The expertise of our team shapes the excellence of our call center outsourcing solutions. That's why we invest in a highly qualified and certified workforce comprising skilled customer service representatives, call center managers, quality assurance specialists, and technology professionals, all dedicated to delivering exceptional customer support.



### ISO-certified Quality

Trusting your customer needs to an ISO-certified team is the most reliable way to deliver quality support. We are an ISO 9001: 2015 certified company and so are quality-focused, customer-centric and follow internationally recognized standards, to meet expectations, mitigate risks, and ensure continuous improvement.



### ISO Certified Security

If your data is in safe hands you are spared many troubles. We are an ISO 27001:2013 certified company and deploy the latest security applications and robust validation systems to secure your data from external and internal breaches.



### Application Driven

An application-driven call center process helps you save time and costs. We have expertise in using various applications like Flive9, Twilio Flex, Salesforce, Zoho CRM, ACD systems, and IVR technology, among others.



### Quality Control

The value of customer support is determined largely by the quality of customer experience. We guarantee quality with the help of well-defined call center processes, expert call center professionals, best call center practices and modern-day software for optimized operations.



### Global Best Practices

Call center best practices help you get on top of your business. We help you implement the best practices by adhering to the basics, selecting the right framework, optimizing the workflow, and hiring and training the right people.

# Our Strategic Call Center Outsourcing Services

## Elevating Brand Reputation

Your brand's reputation is paramount in attracting and retaining customers. However, inconsistent and subpar customer experiences during inbound calls can tarnish your brand image. We recognize this concern and strive to enhance your brand reputation by providing outstanding inbound call center services. Our highly trained agents ensure every customer interaction is handled with professionalism, empathy, and efficiency, leaving a positive and lasting impression.

### Inbound Call Center

- Customer Support
- Order Taking
- Complaint Resolution
- Product Information

### Order Management

- Order Processing
- Order Tracking and Status Update
- Escalation and Issues Resolution
- Order Documentation and Record-keeping

### Appointment Scheduling

- Appointment Setting
- Calendar Management
- Reminder Services
- Follow-up Calls

### Customer Care

- Inquiries and information Requests
- Product Support
- Billing and Payment Assistance
- Return and Refund Handling

### Technical and Help Desk Support

- Troubleshooting Assistance
- Software/Application/ Hardware Support
- Remote Desktop Support
- General Technical Consultation

### Answering Services

- 24/7 Call Answering
- Call Routing and Transfer
- After-hours Support
- Overflow Call Handling

## How We Help You Get Rated 10/10

- Receive and Route calls
- Interact and Resolve Issues
- Document and Follow-up
- Respond Promptly and Professionally
- Continuous Improvement

## Unlocking Business Opportunities

Engaging outbound connections is crucial for seizing business opportunities and expanding your reach. However, missing out on valuable outbound connections can hinder your growth potential. Our outbound call center specializes in forging meaningful connections with your target audience, driving lead generation, and nurturing customer relationships to fuel your business success.

### Customer Acquisition

- Cold Calling
- Market Research
- Lead Generation
- Upselling and Cross-selling

### Sales and Telemarketing

- Appointment Setting
- Outbound Sales Calls
- Promotions & Campaigns
- Sales Performance Tracking and Reporting

### We Do the Spade Work

- Initiate Targeted Outreach
- Engage and Persuade Prospects
- Track and Follow-up Leads
- Deliver Timely and Professional Responses
- Drive Ongoing Performance Improvement





## Enabling Multichannel Support

Efficient customer support requires being present on multiple channels. However, missing out on seamless integration and management of these channels can hinder your customer service effectiveness. We bridge the gap by providing comprehensive multichannel support solutions, ensuring a unified and cohesive customer experience across all communication channels.

### Email Support

- Email Inquiry Handling
- Product/Services Information
- Troubleshooting Support
- Subscription Management

### Social Media Support

- Social Media Customer Service
- Social Media Campaign Support
- Community Engagement
- Social Media Reputation Management

### Live Chat Support

- Real-time customer assistance
- Order Assistance
- Technical Support
- Troubleshooting and Issue Resolution

### We Deliver Consistent Customer Experience

- Seamless Channel Integration
- Engage and Resolve Across Channels
- Efficient Documentation and Follow-up
- Timely and Professional Responses
- Continuous Enhancement for Customer Delight



## Objectives of Our Call Center Services

- Enhance Customer Satisfaction
- Drive Sales and Revenue
- Improve Customer Retention
- Ensure Efficient Call Handling
- Provide Timely and Accurate Information
- Maximize First Call Resolution
- Optimize Customer Experience

## Our Call Center Service Traits

- Customer-Centric Approach – Anticipatory & Responsive
- Effective Communication – Clear & Empathetic
- Professional Representation – Knowledgeable & Courteous
- Adaptability – Flexible & Agile
- Quality Assurance – Consistent & Measurable
- Timeliness – Prompt & Efficient



## Delivering Excellence through Diligent Checks

In the fast-paced world of call center operations, even a minor oversight can significantly impact customer satisfaction. That's why we prioritize quality assurance to ensure exceptional service delivery. We leave no stone unturned to identify and rectify errors or discrepancies. We fortify our service through continuous monitoring and thorough quality checks.

### How We Ensure Accuracy

- Proficient call handling with a standardized approach
- Effective call routing for optimal customer experience
- Comprehensive training programs for skilled agents
- State-of-the-art call monitoring and quality assurance
- centralized data management for efficient reporting



## Why Invensis?

We don't just handle calls; we create exceptional customer experiences that leave a lasting impact. Our dedicated team understands the significance behind each interaction, enabling us to precisely anticipate and address your customers' needs. We take a proactive approach to anticipate emerging trends, adopt advanced technologies, and implement innovative strategies. Partner with Invensis and gain a competitive advantage in delivering exceptional customer service that sets you apart.

### What Makes Us Different?

- Experienced and Skilled Agents
- Streamlined Workflows
- Strategic Advisory Services
- High Flexibility and Scalability
- Cutting-edge Technology
- Best-in-Class Customer Service Practices
- Robust Security Measures
- Cost-effective Solutions





# Invensis

## About Invensis:

Invensis is an ISO 27001:2013 & ISO 9001:2015 certified IT, Business Consulting, and Outsourcing Services headquartered in Bangalore. The company was set up in 2000 to build and sustain business relationships with competence, integrity, and dependability. During this span of 22 years, we have served over 1000 global clients supporting them across diverse domains, including custom brokerage, finance, accounting, factoring, insurance claims processing, risk reinsurance management, data analytics, etc. In 2015, Gartner recognized us as a Global Vendor for Freight Payment Solutions. Today, we are driven by over 5000 skilled professionals ably supported by modern-day infrastructure and highly advanced & secure VPN technology.

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## Invensis Snapshot:

- 22+ years of experience
- 12+ service verticals
- 5000+ trained professionals
- ISO 27001:2013 & ISO 9001:2015 certified
- Multiple delivery centers
- 1000+ clients served around the world

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