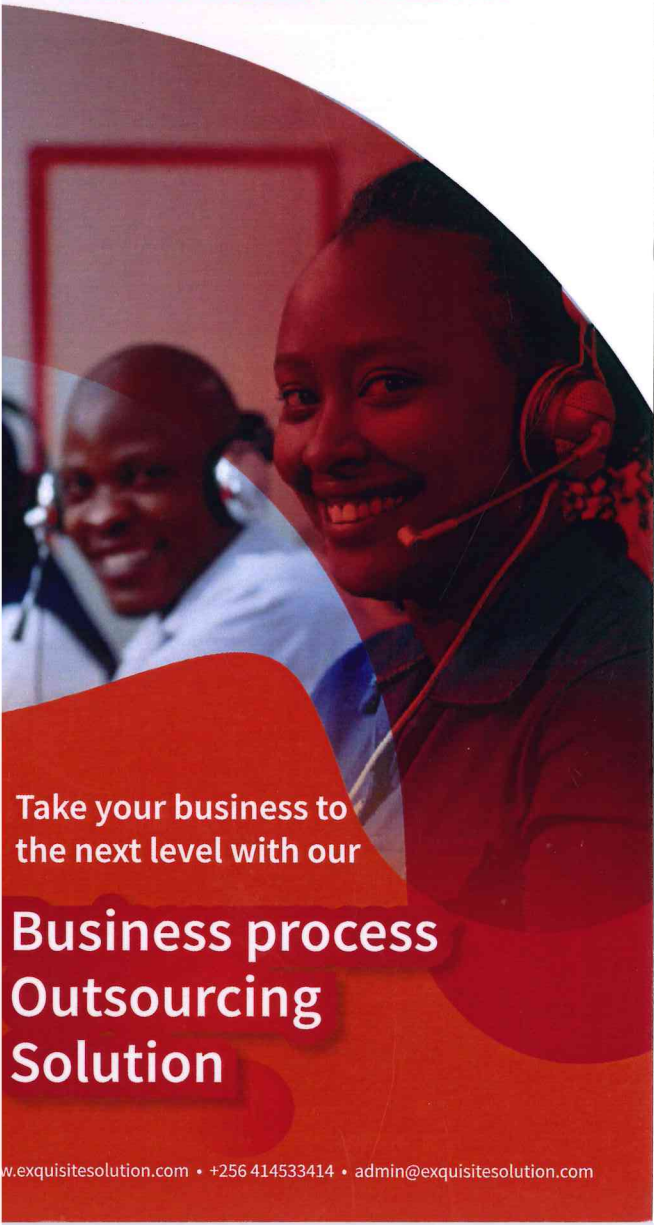




INNOVATIVE • PASSIONATE • PROFESSIONAL



Take your business to the next level with our

# Business process Outsourcing Solution

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Exquisite Solution is a leading Business Process Outsourcing (BPO) Company offering a wide scope of professional services since 2006. We are market leaders in the offer of:



**Outsourced Call Center Services, Human Resources Consulting and Payroll Management Services, Admin Support Services, Recruitment and Executive Search, Corporate Training, among others.**

We are an ISO certified company and have registered success over the years spurred by a reputation for Innovation, Passion, and unmatched Professionalism.

We offer outsourced solutions across every stage of the customer journey. Our service ethos, coupled with the use of clever contact technologies and customer insights, ensures all our people are empowered and equipped to deliver consistent, excellent customer experiences that result in measurable business outcomes for our customers.

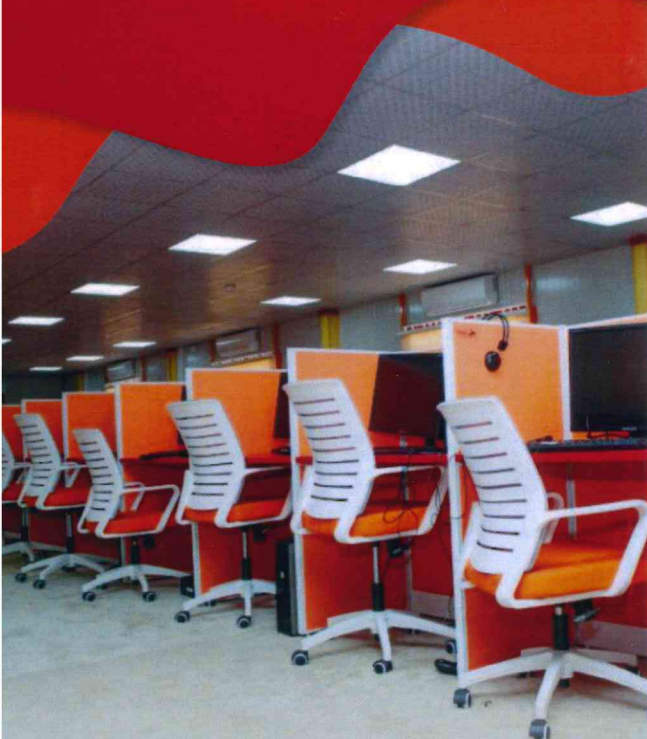
Our client base spans sectors including Oil and Gas, Financial Services, Manufacturing, Telecoms, Logistics, Media, Engineering, as well as the Not for Profit / NGOs among others.

### **BPO Consulting & Value Added Services (VAS):**

- Training and Personal Development
- Support for Expatriate Staff
- Interactive Voice Response (IVR)
- Voice Broadcasting Service
- Pre-employment Screening / Employee Verification
- Project Advisory and Management Services

Grow your business with our

# Outsourced Call Center Services



We provide Highly responsive and effective customer support outsourcing services to ensure smooth operation of your business-critical operations. We deliver high quality **inbound, outbound, non-voice, and digital services** to our cross-sector clients.

We are your proven, capable partner to take charge of your back-end needs that help you focus your resources single-mindedly on your core functions as an organisation.



## Inbound Call Center-Based Customer Service:

An exquisite customer services operation is pivotal to a memorable experience of any company's customer, key to customer retention and therefore sustainable business.

By outsourcing your Customer Services department to Exquisite Solution, we guarantee your business - and indeed your customers - a professional, turnkey solution customised for your specific business and customer needs and circumstances but always built on our Brand values of Innovation, Passion and meticulous Professionalism.

## Value proposition for an Outsourced Call-Center based Customer Service:

The decision to outsource brings value to you as company in different shapes as highlighted among others;

- Provide you with People, Processes and Technology to handle "non-core" functions for you so you can focus on what is core to you as a business.
- Offer a sustenance model by relieving you from the burdens of carrying the extra-load that organisational growth presents.

## Our outsourcing model

- Responding to and addressing your client queries
- Tracking order, delivery and returns status
- Email response including enquiries via the "contact-us" forms on your website
- Solving your customers' pain areas
- Handling unforeseen spikes and taking charge of surges in Call Volumes





## Value Proposition for Outbound Call Center Services

Our outbound Call Center services - including telemarketing campaigns, customer acquisition and retention, appointment setting, market research, reactivation of churned customers, updating customer KYC, Debt collection, customer engagement and education, allow you to focus on the present:

- Maximise your business's Return on Investment (ROI)
- Help to grow your client base and brand awareness
- Reach out to your existing customers or clients
- Promote new product and services launches
- Follow up mail shots and targeted marketing campaigns
- Collect payments from customers on your behalf
- Remind customers of their bill due dates
- Collect feedback from your customers about your product and services.

### Reactivating Churned or Dormant Clients

It's much cheaper doing business with existing clients than finding new ones, nurturing relationships and trying to close new deals. Our team will meticulously engage such customers on what their key pain areas were that led them into dormancy or churn with the view of converting them into once again active customers for your business.

We offer you the flexibility to choose either of our two Call Center Models:

#### • Hosted Call Center Model

We provide you with all the desired features of a Contact Center Service from our BPO center.

#### • On-Premise Contact Center Model

Our clients especially in the banking sector have expressed a preference for this model we deploy sustainable Contact Center Solutions at your facility wherever you are in line with your unique requirements.

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## Overflow / Out-of-Hours

Today's round-the-clock communications has enabled countless businesses to trade 24/7 as well as others to engage in borderless trading. Such businesses therefore must make themselves available 24 hours a day seven days a week for their customers, clients and suppliers alike.

Our offering allows you to permanently be at your customer's service to serve them in real time in facets such as;

- General Customer Service and client enquiries
- Making emergency Callouts
- Handling customer Billing
- First point of contact for Specialised services – medical, legal, among others
- Offering multi-level remote IT Support
- Insurance including claims processing and actuarial services
- Utilities like Power and Water services providers
- Media and entertainment – like Pay TV renewals

### Multi-Lingual Call Centre

With the ever-increasing dominance of across-boarder trading, it's important for companies to have the ability to support their customers without hinderance paused by language barrier.

### Outbound Call Centre Services

Our highly trained and experienced pool of customer advisors and retention Agents are very adaptive to working across B2B and B2C campaigns with an equal level of efficiency.

