

Our motto is to provide you with an upgraded and improved quality every time.



Call center services

White paper

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Call Centre Services

When you outsource to a professional call center company, you can offer world class service to your customers. This is why many progressive companies choose to outsource their call center to experts. We offer the following call center service types to you

- **Inbound call center**
- **Outbound call center**
- **Technical support**
- **Helpdesk support**

Inbound Call Center Services:

In this type of services call center agents receives telephonic calls from customers and clients for solving queries. Inbound call centers offer a wide range of customer-focused services that helps businesses in offering instant, efficient, and immaculate solutions to customers related to their queries, qualms, issues, and grievances.

Some of the prominent [Inbound Call Center Services](#) are:

- Virtual receptionist services
- Query handling services
- Information request services
- Customer services
- Sales lead qualification and closure services
- Technical troubleshooting Services
- Order booking services
- Appointment scheduling services
- Customer helps desk services
- Inbound sales services

Outbound Call Center Services:

In these types of call center services when businesses i.e. call center agents approach customers, consumers, prospects, or leads for business promotion or marketing purposes. These



services are mainly focused upon enhancing revenues of businesses, as most of the outbound calls are made to promote varied business offerings.

Services Offered By Outbound Contact Centers:

- Market Intelligence services
- Product sales services
- Telemarketing services
- Customer support services
- 3rd party verification services
- Lead generation services
- Sales lead generation services
- Appointment setting services
- Sales support services
- Customer satisfaction surveys
- Order fulfillment services
- Conference & registration
- Product launches



What type of calls can we handle for you?

- Product enquiry calls
- Pre sales calls
- Post sales calls
- Credit control or debt collection calls
- Complaint handling calls
- PC support calls
- Software or product support calls
- Appointment setting calls
- Custom calls (specific to your business)

It does not matter whether your business is a start-up or a large corporation, we will be able to help. When you outsource to CGS, you get a world class call center service. You would also save costs as compared to operating your in-house call center.

Some features which would benefit you

- Local number with preferred area code
- Up to 30 concurrent calls in a single phone line
- Multiple voice mail boxes
- Interactive voice response system (IVR)
- Welcome message (of your company)
- Hold message

- Voice mail message
- After hours message
- Call hold queue
- Call transfer facility
- Call logs including time, duration and caller Id
- Call information tracked via CRM

How our call center agents are different?



- 100% university educated
- Speak fluent English, neutral accent
- Professional and courteous
- Trained on customer psychology
- Have excellent telephone manners

We are working in

- Pakistan
- UK
- UAE

Your business, your products and services (we will make it sound better)
 We are here to help you achieve success in your business..

