

KGiSL



INBOUND SALES CONTACT CENTER SERVICES

We take you to the next level

PROFESSIONAL | PROACTIVE | PRODUCTIVE

SEI - CMM
Level 4
COMPANY

ISO
9001:2015

\$1 MILLION GUARANTEE
SECURE
DATA ENCRYPTED
network solutions

PCI
DSS
COMPLIANT

ISO INFORMATION SECURITY
MANAGEMENT SYSTEM
27001:2013

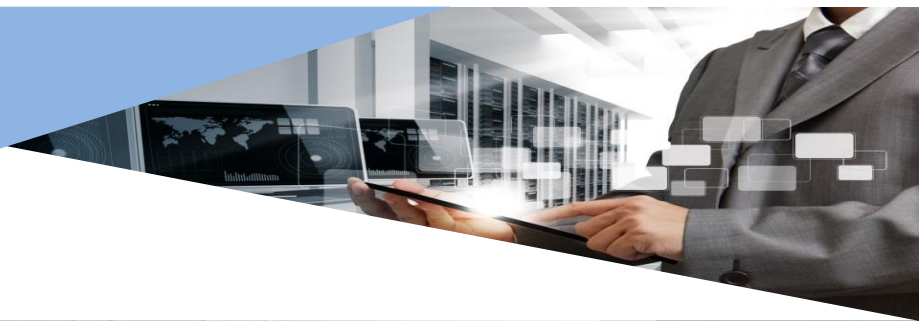
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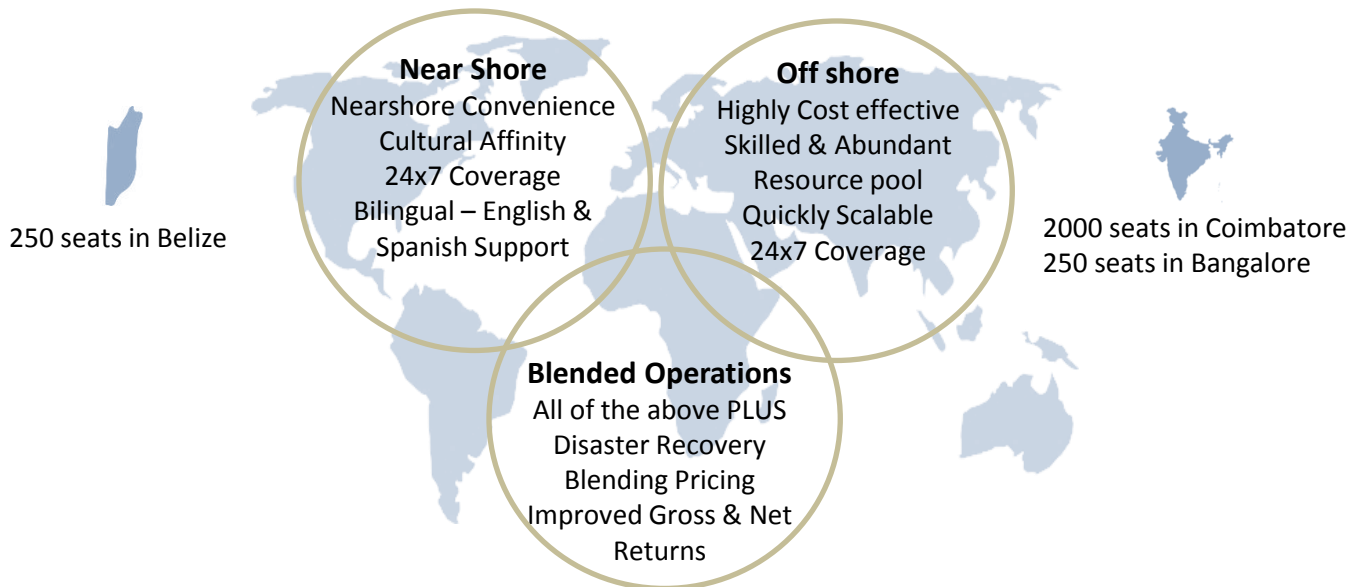


WE ARE

- ✓ KGiSL provides high value & cost effective B2C sales contact center services from our service delivery locations in Coimbatore, Bangalore & Belize
- ✓ Our service delivery is based on subject matter expertise, streamlined processes & analytics driven operational approach
- ✓ Our state of the art technology & infrastructure are equipped with best in class platforms, quality management system and adhere to ISO & PCI compliance standards
- ✓ Combined with 100% outcome based pricing models we bring to the table a truly compelling partnership value proposition

BEST SHORING

KGiSL offers a unique "Best Shoring" value proposition that delivers most optimal results through a combination of offshore, nearshore and blended delivery teams.



Lower costs, raise productivity and arm your platform with KGiSL Contact Center operational capacity

Sales Contact Center Services (inbound and outbound) primarily focuses on helping clients attain business objectives, drive more customers, maximizing profits and stay ahead of competition:

- ✓ Omni-channel customer interaction for seamless experience
- ✓ Streamlined processes and continuous process improvement
- ✓ Quality assurance through constant monitoring, supervision and 100% voice call recordings
- ✓ Enables you to listen to real-time calls, call recordings, monitor (or even join) live calls and provide reps with instant actionable feedback
- ✓ Generate customized call analytics and reports (daily / weekly / monthly)
- ✓ Flexibility and adaptability to ensure optimal coverage

OUR EXPERTISE

CLIENT-1

Performance: Jan 2018 to Sep 2019

Alpharetta, GA based customer acquisition solution provider for telephone voice, data communications and home services.



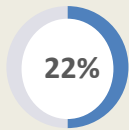
320158 inbound calls



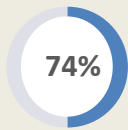
69689 customers



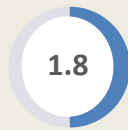
125440 units sold



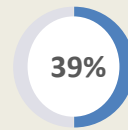
Order conversion ratio



Activation rate



Products per sale



Sales conversion ratio

CLIENT-2:

Performance: Mar 2018 to Mar 2019

Los Angeles based digital advertising and customer acquisition agency (supported Comcast until March 2019)



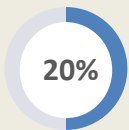
300058 inbound calls



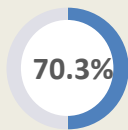
60012 customers



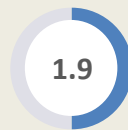
118223 units sold



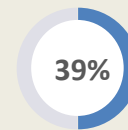
Order conversion ratio



Activation rate



Products per sale



Sales conversion ratio



Proactive & solution driven



Multi-channel Support



Quick response times



Improve sales performance & revenues



Increase overall market share



Variety of automated tools



Call analytics and reporting



Quality assurance

Increase sales performance with KGiSL contact center services:

- ✓ Convert leads into customers. Our expert sales agents help shoppers choose the right service
- ✓ Intelligent routing of calls by skill, language and location
- ✓ Picks up inbound call within 3 rings or less
- ✓ Up-sell, cross-sell and win-back
- ✓ 100% responses to all inbound queries; abandoned calls are called back
- ✓ Delivers highest quality and ROI
- ✓ Blended speech/text analytics with human QA and MIS support
- ✓ Increase availability: Support during business hours and after hours
- ✓ 100% operational transparency

TRAINING & CERTIFICATION

Comprehensive 4-Week training program with stringent certification criteria

- Negotiation Skills
- Soft Skills, Time Management
- Voice & Accent Neutralization
- American Culture & Current Affairs
- Product Training



QUALITY ASSURANCE

Exceptional Quality & Compliance Management that breaks away from the traditional approach to deliver top results.

- Web-based call quality monitoring & compliance adherence tool
- Comprehensive Reports Builder : Filter by date range, process, team and agent
- Dedicated MIS and analytics support on demand

REPORTING & ANALYTICS

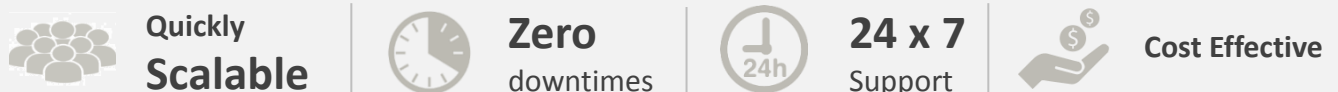
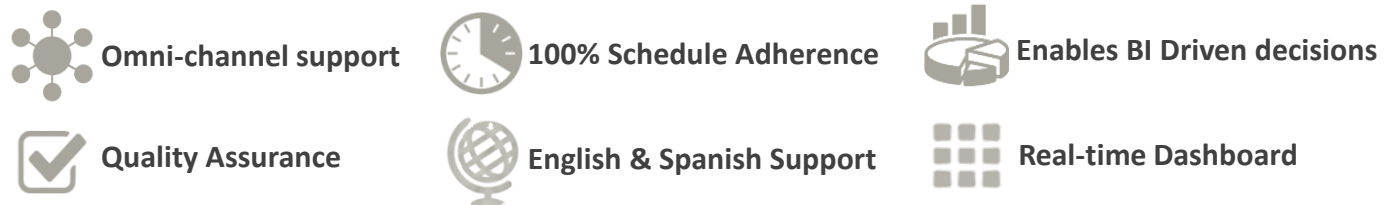
- Agent Performance Reporting
- Operational Performance
- Parameter-wise Reports
- Historic Performance Reports
- Training Need Identification
- Compliance Adherence

TECHNOLOGY CAPABILITIES

- Home grown CRM and Dialer are available
- Artificial Intelligence: AI powered Chabot
- Advanced Analytics: Visual Dashboards, metrics and real-time analytics
- Support in development of custom tools and software to optimize operations

VALUE PROPOSITION

- Over 15 years of experience in contact centre services
- State-of-the-art infrastructure and technologies
- Enhanced security tools and policies to protect your sensitive data
- Competitive pricing to deliver the best returns on your investment
- Round-the-clock support services
- Professional and qualified workforce



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