



expanding possibilities

FLATWORLD SOLUTIONS' **CALL CENTER** SERVICES BROCHURE



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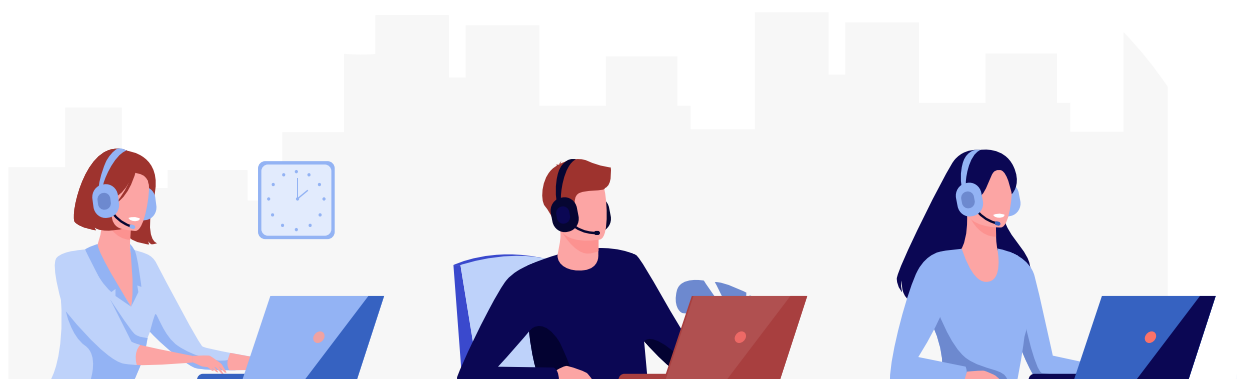
Future Ready Call Center Services at Your Disposal

Craft a seamless omnichannel experience for your customers through Flatworld's high-performance, agile, and innovative call center services

Who Are We?

FWS is one of the foremost providers of high-quality call center and customer relationship management services around the world. Over the years, we have leveraged our unique industry advantage as first-movers and our technological supremacy to deliver desired business outcomes for thousands of clients across industries and verticals.

Our management team is made up of seasoned business professionals from leading global organizations who can leverage their collective acumen in the global outsourcing domain to deliver maximum ROI for our clients.





Far Above Standard- Our Quality Certifications

Flatworld is ISO/IEC 27001:2013 certified for IT & ITES services including Business Outsourcing, Business Consulting, Call Center, Technology Solutions, Healthcare, Mortgage, Online Marketing, & Software Development. ISMS certification ascertains that our people, processes, and IT systems conform to the standard risk management process prescribed by AIAO-BAR and follow a systematic approach to managing sensitive client information.

Our Omnichannel Call Center Solutions For Enterprises

Our services are designed to optimize your offerings while increasing dials/calls received per hour while remaining compliant to regulations. Our offerings include:

Inbound Call Center Services

- ▶ 800 Answering Services
- ▶ Phone Answering Services
- ▶ Claims Processing Services
- ▶ Upselling and Cross-selling Services
- ▶ IVR Services

Outbound Call Center Services

- ▶ Market Intelligence Services
- ▶ CATI Services
- ▶ Follow-up Services
- ▶ B2B Appointment Setting Services
- ▶ Product Promotion Services
- ▶ Debt Collection Services

Telemarketing Services

- ▶ Cold Calling Services
- ▶ B2B and B2C Calling Services
- ▶ Real Estate Cold Calling Services
- ▶ Teleprospecting Services

Lead Generation Services

- ▶ Outbound Lead Generation Services
- ▶ Startup Lead Generation Services
- ▶ Lead Generation for IT
- ▶ E-Commerce Lead Generation
- ▶ Lead Qualification Services

Customer Support Services

- ▶ Technical Support Services
- ▶ Remote IT Support Services
- ▶ Email and Chat Support Services
- ▶ Toll-free Customer Support Services
- ▶ Retail BPO Support Services
- ▶ Video Chat Support Services

Enhancing Customer Experience- **One Leap at a Time**

The primary challenge for any call center is managing customer experience while handling high call volumes. Today's customers want to reach your agents early, and we ensure they do so in the swiftest way possible. Our advanced call center features that can enrich your customer experience

▶ **Customer Expectation Management**

We keep your customers well-informed of their place in the queue while providing them with an ETA for connecting with agents. Customers can also take advantage of in-queue call back and other advanced features

▶ **Customer Information Disbursement**

Leverage from a suite of features such as customizable greetings, and relevant first-touch information to keep callers interested. You can also highlight new products, campaigns, and promotions through this channel

▶ **Prioritized Call Queues**

Staff and floor managers can prioritize call queues based upon wait times, customer historical data, and other factors.

Our Transition Process

- 1 Understand and document customer requirements
- 2 Review script, FAQs, & CRM
- 3 Design QA process, metrics, and scorecard
- 4 Shortlist agents for client interviews
- 5 Shortlist candidates after client interviews
- 6 Train new hires
- 7 Final assessment, mock calls, & written tests
- 8 Review daily, weekly performance, weekly QA calibration
- 9 Define SLA, KPIs and targets
- 10 Review daily, weekly, & monthly KPIs

Multilingual Capability



Spanish



French



Mandarin & Cantonese



German



Arabic



Portuguese

- ▶ Support provided in over 6 Foreign Languages
- ▶ Team of Native speakers
- ▶ Unmatched Accuracy and Localization
- ▶ Streamlined Quality Control Systems
- ▶ Time Zone Advantage and 24/7x365 Workdays

Flatworld's Project Execution Plan

As with any project, we strive to create solutions where our experienced contact center agents have maximum context, insights, and relevant intelligence to deliver accurate responses. We aim to improve overall customer satisfaction, loyalty, and your brand's lifetime value over time, and we can achieve this with the help of a time-tested execution process which includes the following steps:

1. Executive Training

- ▶ Script Readings
- ▶ Mock Calls
- ▶ Sharing of Best Practices
- ▶ Certification Processes

2. Training Process

- ▶ Finetuning of Training Material Model Creation
- ▶ Conducting Client-facing Training
- ▶ In-house Training

3. CRM Implementation

- ▶ Adapting CRM Based on Client Input
- ▶ Leveraging Experience with Salesforce,
- ▶ Zendesk, Zoho, and other CRMs
- ▶ Training the Team on Usage Practices

4. Reporting

- ▶ Leveraging High-end Reporting Capability
- ▶ Reporting Based on Client Requirements
- ▶ Custom Report Generation Through BI Dashboards

Our Key Differentiators

We focus on building client relationships that can propel you further. We understand that while your customers are just a click away, communicating with them is something that not every company can ace. That is where we come in.

- ▶ Tier III Data Centers to ensure 99% uptime
- ▶ State-of-the-art infrastructure facilities
- ▶ Access to cloud technologies
- ▶ Enhanced security options and virtual work environments
- ▶ More than 60% cost savings
- ▶ Round-the-clock client support
- ▶ Experienced and knowledgeable team
- ▶ Legally tenable confidentiality agreements
- ▶ Strict adherence to quality standards



Technology You Can Depend On

▶ Smart Call Routing

We can handle all your inbound or outbound calls that stick to multiple criteria. This ensures we remain on top of volume management and while optimizing allocated resources smartly.

▶ Professional Tools

All your calls and campaigns get a massive boost through our dedicated tools and technologies which leverage the best in the contact center space. This enhances productivity and facilitates

▶ Business Intelligence

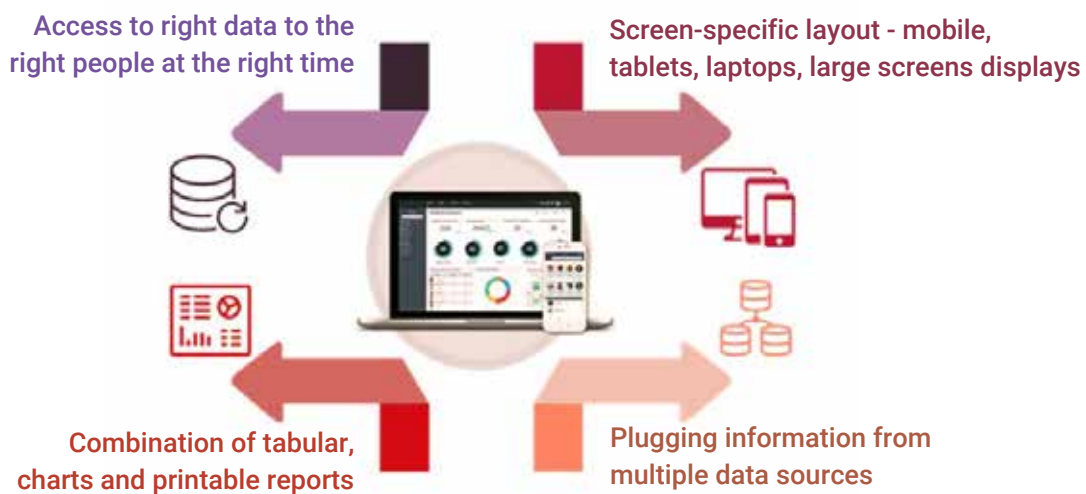
We analyze all call center calls and resource performance in real-time or on a deferred basis. This data is fed into powerful AI-driven BI dashboards which allow you to understand every

▶ Quick Integration

We can connect our call management software easily to your corporate tools, whether based on CRM or ERP. This ensures steady information is continuously fed to your intelligence

Reporting Intelligence for the Globally Connected

Our in-depth statistics and reporting modules give you the ability to foresee disruptions and change your course by leveraging in-depth project data. We can create customized reports with performance alerts that allow you to understand what is happening, what you should do, and what actions need to be taken immediately.



What We Bring to the Table

- ▶ Scale Up or Down in Record Time
- ▶ Multiple Call Center Services Under a Single Umbrella
- ▶ 24/7 Multi-Delivery Center Redundancy Cover
- ▶ Experienced Project Management Team
- ▶ Stringent Training and QC
- ▶ Customized Regular or Adhoc Reports
- ▶ Dedicated Phone Lines and SPOC
- ▶ Predictive Dialers for Calling & Smooth Customer Flow

Predictive Pricing

Try our one-of-a-kind, FREE online tool that helps you calculate the number of agents and cost requirements for your call center operations, with the least possible inputs.

[Try now ▶](#)

The screenshot shows a web-based calculator titled "CALL CENTER STAFFING CALCULATOR" with the subtitle "Calculate staffing & costing for your project". The form includes several input fields: "Project Type" with radio buttons for Inbound (selected), Outbound - One time, Outbound - Ongoing, Email, and Chat; "Service Type" with a dropdown menu showing "Order Taking Services"; "Select target country" with a dropdown menu showing "USA"; "Shift Coverage" with a dropdown menu showing "24/7 Coverage"; "Average Call Count Per Week" with a text input field labeled "Enter Number of Calls"; and "Average Handling Time (Min)" with a text input field labeled "Enter Minutes". A blue button at the bottom right says "▶ Check the result below".

Customer Testimonials



I'd like to share my experience working with Flatworld this past few months. We are a marketing agency that works with clients from around the country, and we reached out to Flatworld seeking help with client call listening and qualification. Once they understood what the project involved, they were quick to find candidates perfectly suited for the job.

President,

Plumbing, HVAC, & Local Marketing Company, CO

Awards and Recognitions



Flatworld Receives Award at Aditya Birla Group's 9th Mission Happiness Leaders Meet

Flatworld Solutions receives award for excellent call center support services provided to UltraTech Cement at Aditya Birla Group's 9th Mission Happiness Leaders Meet.

Connect With Your Customers- Connect with FWS

If you are looking for the most advanced unified communications features in the industry, top-end performance, and a supreme range of functionality, talk to our call center specialist right away.

general.info@flatworldsolutions.com

www.flatworldsolutions.com

800-514-7456

You can also share your requirements by [filling up this form](#).

Flatworld Solutions Virtual Tour

PHILIPPINES:

<https://youtu.be/ckVjBlcYS0Y>

INDIA:

<https://youtu.be/96Rbd4V00Io>



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