



## Call Center

**Stitel Outsourcing Limited (SOL)** offers a state-of-the-art Call Center facility with latest technology and competent personnel, ensuring cost effective solution to meet both the inbound and outbound calling requirements. We provide round the clock services and support to our clients and ensure that our clients reach their customer anytime, anywhere. SOL has trained call center agents on the accent with telephone communication etiquette and skills set covering Internet skills, Sales skills and Technical skills.

### INBOUND SERVICES

- ◆ Customer care services
- ◆ Order taking Services
- ◆ Database management

We can handle any number of calls in a day since we are equipped with the resources to manage a range of inbound call center services.

### Outbound services

- ◆ Direct marketing campaigns
  - ◆ Selling services/ policies
    - ◆ Up selling and cross selling
    - ◆ Prospecting and lead generation
    - ◆ Appointment setting
    - ◆ Market research
    - ◆ Database updating
    - ◆ Welcome calls

Generally, when a customer makes an inquiry to the call center [usually a toll-free number], after pressing numerous numbers [1 for English, 2 for Bangla], the operator will answer that by accessing the database. Call centers address sales support, airline / hotel reservations, technical queries, bank accounts, client services, receivables, tele-marketing, market research, etc.

If a bank shifts work of a 1000 people from US to Bangladesh, it can save about \$ 20 million a year due to lower costs in Bangladesh.



Apart from the Call Center, functions outsourced span purchasing and disbursement, order entry, billing and collection, human resources administration, cash and investment management, tax compliance, internal audit, payroll, etc. The list gets longer day-by-day.

In conclusion, Business Process Outsourcing like Call Center is one way of increasing the stakeholders' profits and value, if done well.

Please do contact our call center services consultants for discussing and analyzing your call center outsourcing services options.