

# KGiSL



## OMNI-CHANNEL CONTACT CENTER SERVICES

Provide your customers a personalized and engaging experience

NEARSHORE | OFFSHORE | BLENDED

SEI - CMM  
Level 4  
COMPANY

ISO  
9001:2015

\$1 MILLION GUARANTEE  
SECURE  
DATA ENCRYPTED  
INS network  
solutions

PCI  
DSS  
COMPLIANT

ISO INFORMATION SECURITY  
MANAGEMENT SYSTEM  
27001:2013

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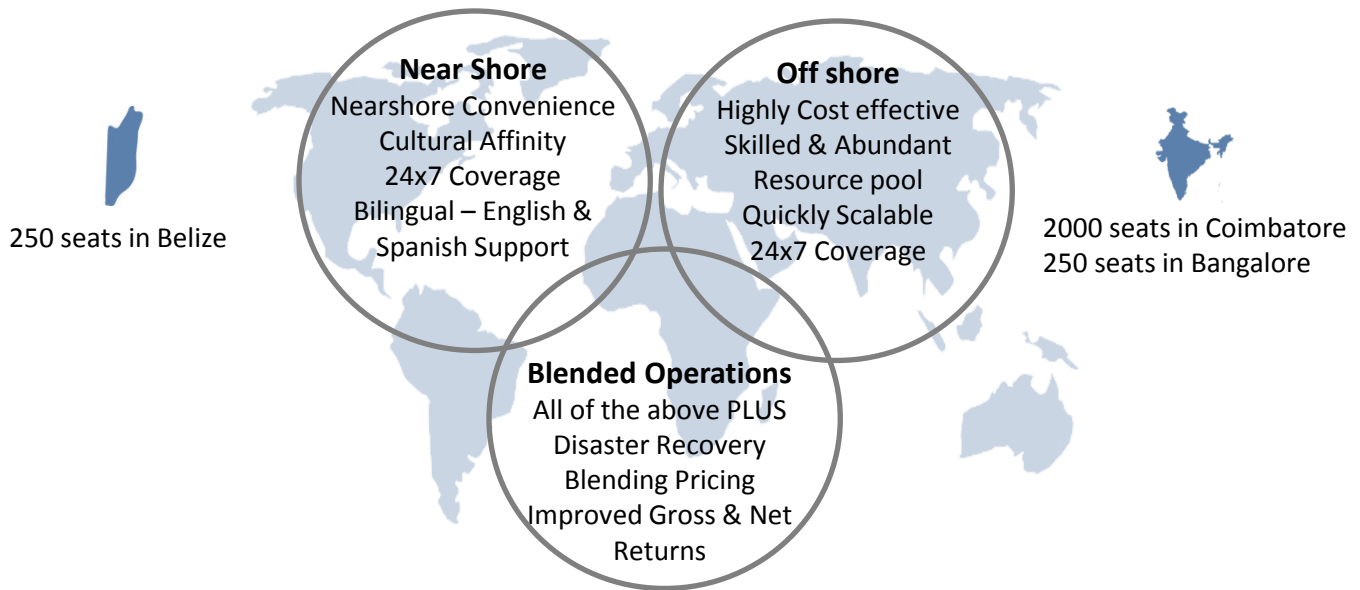

















### WE ARE

- ✓ KGiSL provides high value & cost efficient 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 ACD, Dialers, CRM, Quality management system software & tools 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.



- |   |   |  |
|---|---|--|
|  Customer Service & Retention |  Call Auditing/Quality Monitoring Services |  Collections                    |
|  Sales (up-sell & cross sell) |  Bundled Product/Services                  |  Live Chat Support              |
|  Helpdesk support             |  Appointment Scheduling                    |  Email Support                  |
|  Order Entry/Follow-up        |  Lead Generation, List Qualification       |  Telemarketing                  |
|  Social Media Management      |  Data Analytics                            |  Front & Back-Office Management |

## 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

- 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 technical support services
- Professional and qualified workforce



 <b>Omni-channel support</b>	 <b>100% Schedule Adherence</b>	 <b>Enables BI Driven decisions</b>	
 <b>Quality Assurance</b>	 <b>English &amp; Spanish Support</b>	 <b>Real-time Dashboard</b>	
 <b>Quickly Scalable</b>	 <b>Zero downtimes</b>	 <b>24 x 7 Support</b>	 <b>Cost Effective</b>



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