

KGiSL



OMNI-CHANNEL CONTACT CENTER SERVICES

Provide your customers a personalized and engaging experience

NEARSHORE | OFFSHORE | BLENDED



www.kgisl.com

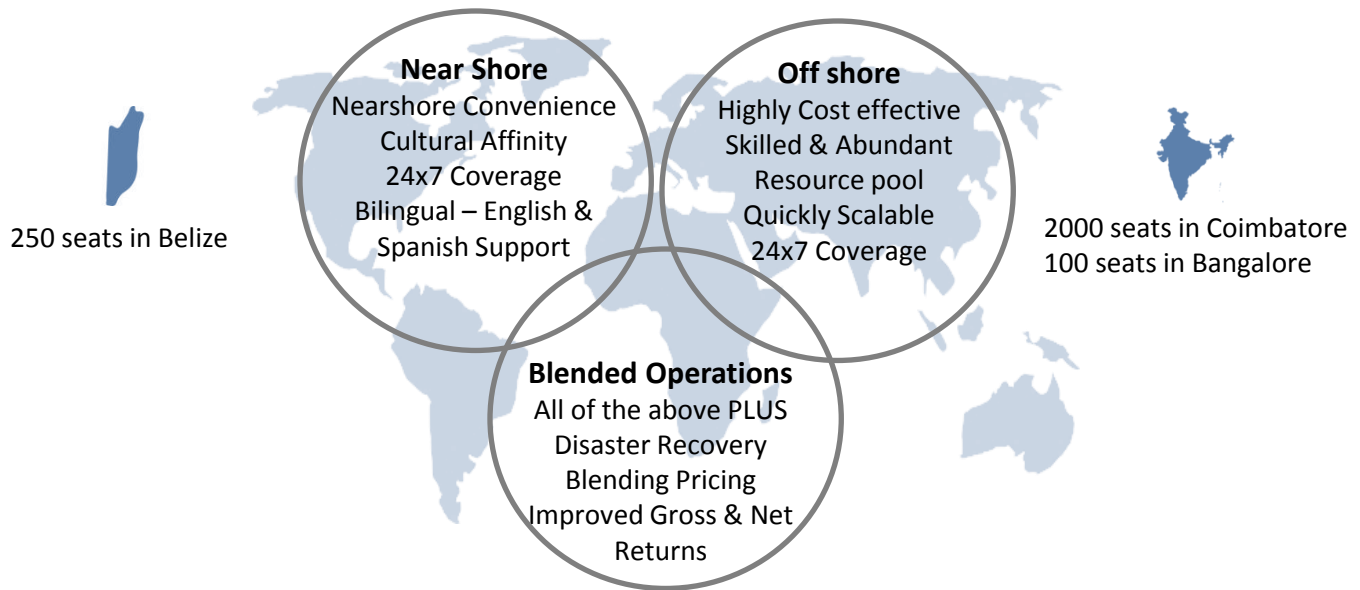

















WE ARE

- ✓ 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



Omni-channel support



100% Schedule Adherence



Quality Assurance



English & Spanish Support



Enables BI Driven decisions



Real-time Dashboard



Quickly Scalable



Zero downtimes



24 x 7 Support



Cost Effective



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