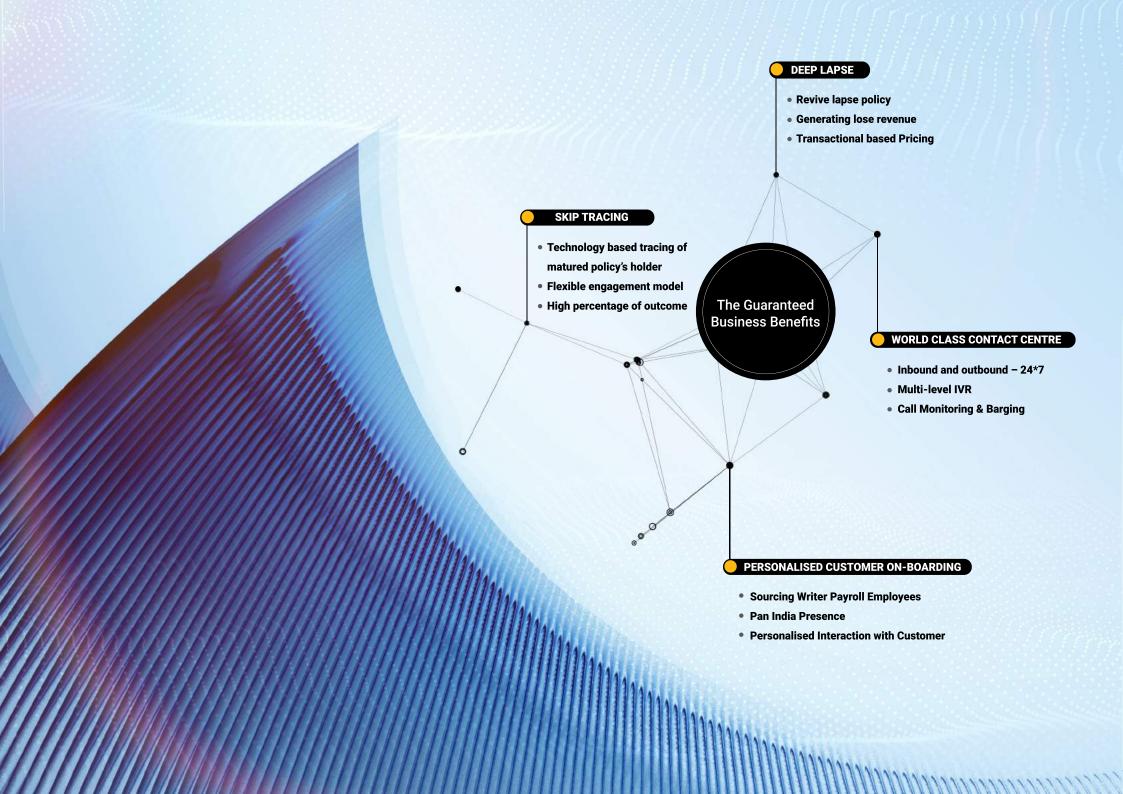


Boosting
Business Processes with
Assisted Sales Competency

A comprehensive service, from Writer Information, which helps companies to gain competitive advantage by multiplying its sales figures. From lead generation to loan closure, this single stop end-to-end service gives an advantage, be it Business Process Management, Digital Solutions or Storage.



3

Services

Outbound Call Center Services

- Appointment Scheduling
- Information Verification
- Soft Lead Generation
- Customer Survey
- Telemarketing
- Third Party Verification

Inbound Call Center Services

- Customer Support
- Technical Help Desk
- Inquiry Handling
- Call Answering
- Toll Free Services
- Product Information Request

Web Enabled Services

- Order Taking
- Billing Queries
- Email Support
- Chat Support
- Market Research
- **Product Promotion**

Multi-level IVR

Allow your callers to self-service their way to the right team or person who can solve their needs with customizable greetings.



Call Monitoring & Barging

Supervise all your phone calls real-time with our live dashboard and barge if necessary to increase call your first resolution percentage.



Call Recording

Enable call recording to keep track of customer conversation as well as to analyze your communication effectiveness.



All Channels-One Conversation

Agents can talk to a person irrespective of the channel or combination of channels used. Calls, Chats, and emails can come and go, and the conversation continues



Leveraging existing app for Rich chat

Customers can chat with agents using their favorite messaging app, with the capability to send stickers, files, emojis, and more



Point and clicking channel enablement

Messaging app accounts are easily configured by copying and pasting authorization strings into call center configuration

Certifications & Affiliation













