



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.



DEEP LAPSE

- Revive lapse policy
- Generating lose revenue
- Transactional based Pricing

SKIP TRACING

- Technology based tracing of matured policy's holder
- Flexible engagement model
- High percentage of outcome

WORLD CLASS CONTACT CENTRE

- Inbound and outbound – 24*7
- Multi-level IVR
- Call Monitoring & Barging

PERSONALISED CUSTOMER ON-BOARDING

- Sourcing Writer Payroll Employees
- Pan India Presence
- Personalised Interaction with Customer

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 your first call 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



FLEXIBLE SERVICE MODEL DESIGN

- Geo Reach expansion
- Near Total Automation
- Continuous Time & Motion Study
- Client Servicing Centre

SCALABLE AND SAAS BASED TECHNOLOGY DESIGN

- Software Product Agnostic
- Standard Enterprise Architecture
- Tier-4 Cloud hosted for highest availability & Security

WIN & ONLY WIN COMMERCIAL MODEL

- Success (Conversion) based pricing model
- Skin-in-the game approach

EXTENSIBLE SOLUTION AND TECHNOLOGY

- Easy to extend the solution and service delivery model
- 24X7 Contact center suitable for all Time zones
- Single Instance Multiple Entity Solution



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