



Call Centre

Our Call Centre Services



Virtually every business is dependent on the telephone, but most do not consider the detrimental effects of not having a professional timely response to their callers. Your calls will be routed to our own team of trained professionals who will then answer calls in your company's name and according to your specific instructions. Whether you are looking for an inexpensive alternative to hiring your own receptionist or requiring response lines for a major campaign of any sort, we have the workable solutions for you. With the assistance of our advanced call handling software, we can quickly and easily take orders on our own system.



The content management needs of today's businesses can be extremely complex. While the traditional functions of a content management system, such as versioning and tracking, are still applicable, the advent of the Internet has added new challenges and opportunities.



Whether your goal is managing multiple types of diverse digital content or simply outsourcing all your Content Management requirements, or anything in between, NDC-BPO has the experience to help you sort through the technical and business issues and can be an extended unit to take care of all your content Management needs.

Outbound Tele Services



NDC-BPO manages a broad range of outbound services for clients across various industry segments. We have the expertise to set up and manage large outbound contact centre operations. We have built a solid foundation to manage all kinds of campaigns for our clients.

Our agents are proficient in handling the entire gamut of calls, from simple welcoming calls, to calls pertaining to surveys, verifications, lead generation, collections and many other areas.

Outbound Services Include

Sales

- Telemarketing services
- Lead generation / qualification
- Promoting new services or products

Inbound Tele Services

NDC-BPO provides off shore contact centre solutions to clients across the globe. We utilize and deploy the most sophisticated call processing and telecom systems in the world. Our call routing feature allows the system to instantaneously scan available agents and route calls to the most appropriately skilled agents.

Our operating centre receives customer calls over dedicated international privately leased circuits. We can handle calls relating to various products across numerous industries.

Call Centre Agent Training

A comprehensive program of courses and workshops for Call Centre and Customer Service Agents or any individual seeking skill building for more effective customer relations. Successful completion of this program will help you build or master critical competencies, and will provide you the recognition for your professional development. In this program students will also learn a variety of office tasks such as Introduction to PC, Word, Excel, Access, PowerPoint, Outlook and Project. Students will also be tested for customer service knowledge and proficiency skills required in the call centre environment. This program prepares individuals in the demanding field of Customer Service and Call Centre Agents. This training comprises of full customer service and call centre skills reinforced by a simulated call centre environment which NDC-BPO provides to its students.



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