

# Call Centre Hotel

A new concept where you can take fully featured Call and Contact Centre space as you need, on a short or long-term basis. We provide a highly flexible and cost effective service, with highly skilled management to suit your requirements. All this with no capital outlay to you.



Here at NDC-BPO we are offering a ready made Call Centre. The services include pre-dictive Dialler, Interactive Voice Response(IVR), Call Recording, Computer Telephony Integration. Call processing, voice mail, e-mail, Web interactions and Web form processing. It has been purpose designed to be offered as a pay-as-you-go service, making it affordable to even the smallest Call Centre Clients.



Whether you are looking for International Call Centre solution for Inbound or OutBound or Domestic (from all over pakistan Inbound or outbound) NDC-BPO Call Centre Hotel is the perfect choice.

Some of the benefits of having this type of service are:



- It allows you to enhance your customer service experience as well as organisational efficiency
- There is no capital expenditure or additional customer premises equipment
- Advanced call handling treatments using numbers supplied by us or by clients



## FEATURES OF OUR FULLY MANAGED CALL CENTRE HOTEL

- **Our Call Centre**, a 10,000 Sq. Ft. facility is situated at 1<sup>st</sup> Floor Mashriq Centre Gulshan-e-Iqbal Block 14, Karachi – Pakistan which is an ideal place to get ample Human Resource.
- **DXX Connectivity:** We are a legal Call Centre, having direct DXX Fibre Optic Facility from PTCL on 1 MB CIR upgradeable, 2 MB CIR from TWA1 another Bandwidth provider and 512KB from Cyber Net to meet the requirement of daily basis, and its upgradeable up to whatever level required.



- **VOIP System:** we have our own dedicated VOIP Servers for every Client which easily cater their requirements.
- **Air-Conditioned Environment:** Air-conditioned Call Centre floor provides a relaxing and pleasant environment to work in and is conducive in getting better results.
- **UPS:** Every Computer is powered through UPS. In case of power failure, the calls don't get dropped and hence you don't lose business.
- **Generator:** We have a 106 KVA Perkins Generator which can take full load of the facility and in case of power failure it kicks in within a minute.
- **Room for Expansion:** Is your contact centre growing or you need an alternate site for Disaster recovery? NDC-BPO provides for expanded channel capacity and powerful networked facility that can handle the demanding needs of any growing inbound and outbound business.
- **Computer telephony integration (CTI) :** It is a technology that allows interactions on a telephone and a computer to be integrated.
- **Call Logs :** Call Logs through CTI are available
- **In-house Hardware & Tech. support:** Hardware and Tech Support persons are available round the clock to take care of any problem that may arise.
- **Round the Clock Cafeteria:** A cafeteria is available 24 X 7 to provide refreshments to keep the staff going.



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