



Customer Care Proposal

This customer care proposal, designed by Mas call net pvt ltd. is created exclusively for use by Om Computronix pvt ltd..

1. Introduction

Om computronix pvt ltd. emerged ourselves as being the part of Indian growth in manufacturing industries of electronic gadgets as power bank manufacturer for providing the most creative & awesome range of products in the apical era of technology.

They create very handy & really affordable electronic products range by deep research & development through our qualified & dedicated team of expertise to make a milestone in power bank industry.

They constantly are giving their efforts to become one of the preeminent Indian manufacturer & supplier of power bank , adapter and battery with two brands ARB Accessories and Lapgaurd .

About us

Established in 1990, **Team Mas** started its operation in 2003 with its base in Delhi. Since then,we have gained a vast experience as the most reliable business outsourcing solutions.

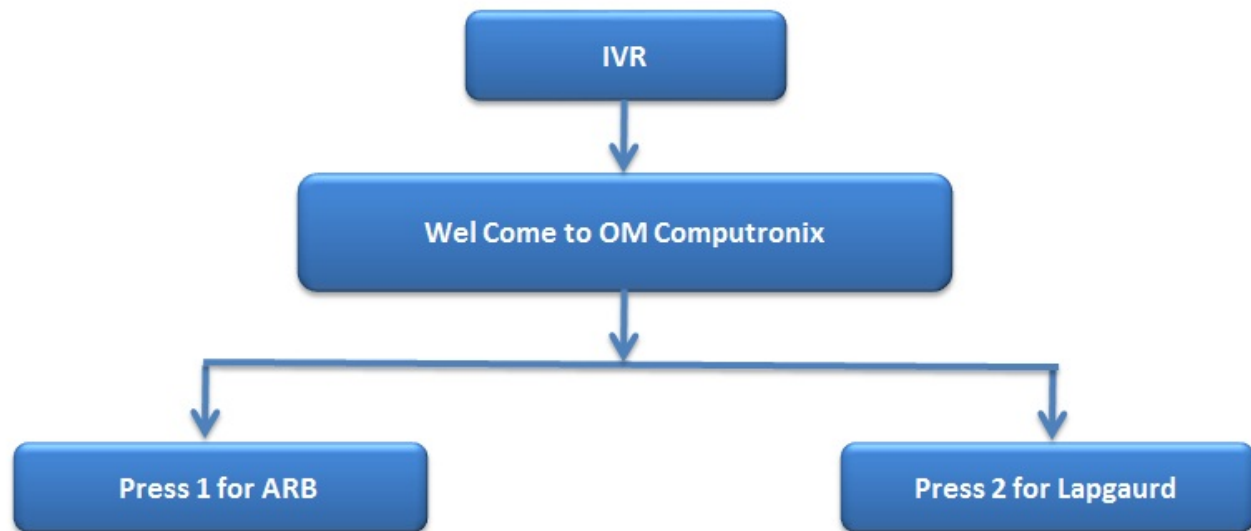
We offer an integrated set of services to ensure end to end solutions for our clients. A team of competent experts & techies is dedicated to attain sustainable competitive advantage to their core business in addition to ensure the highest productivity at lowest cost.

With years of experience, we have acquired excellent expertise & in-depth insights of varied business processes. Our team is competent enough to provide simplified solutions to different glitches that arise within or outside the organization or across the industry spectrum.

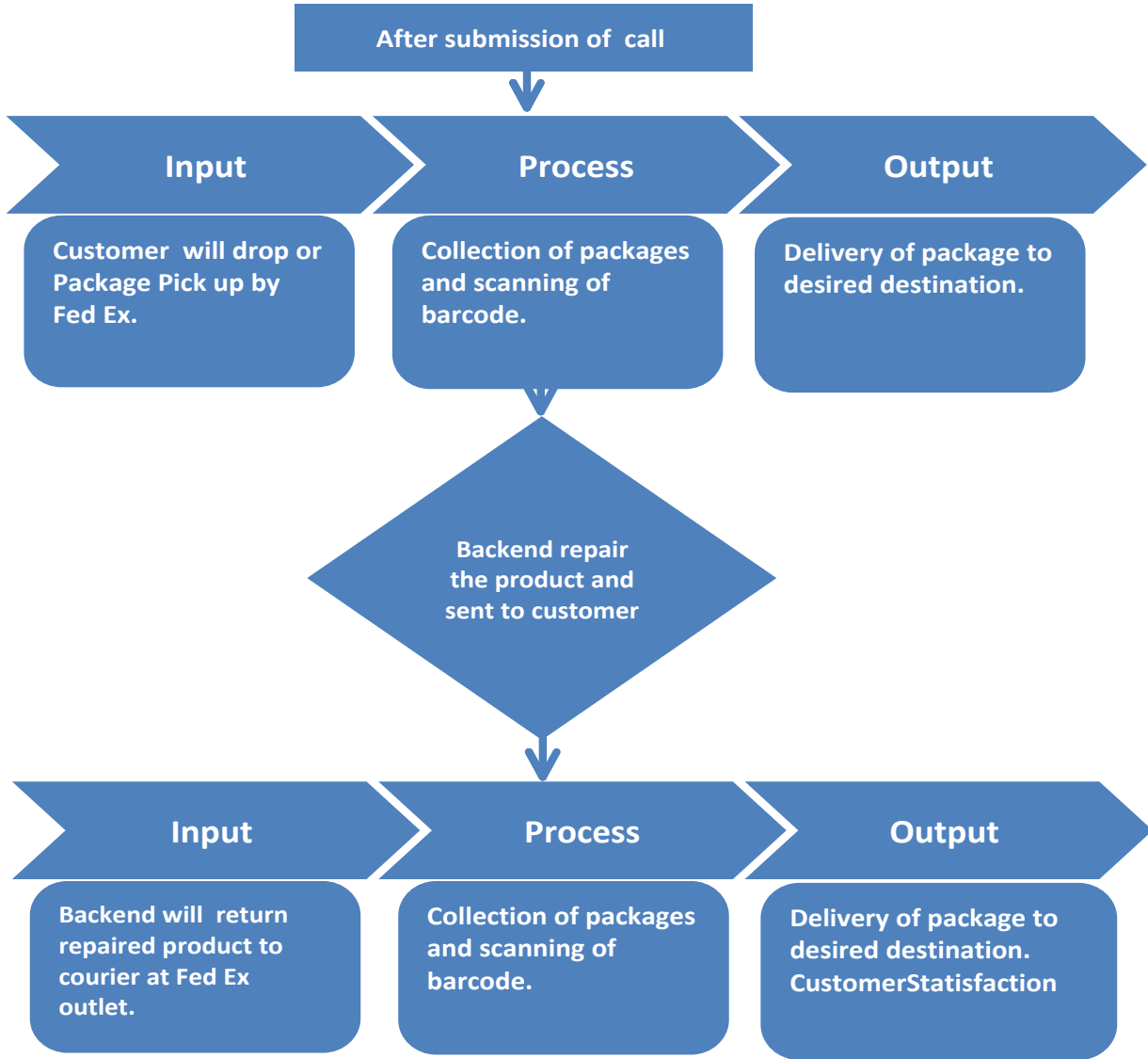
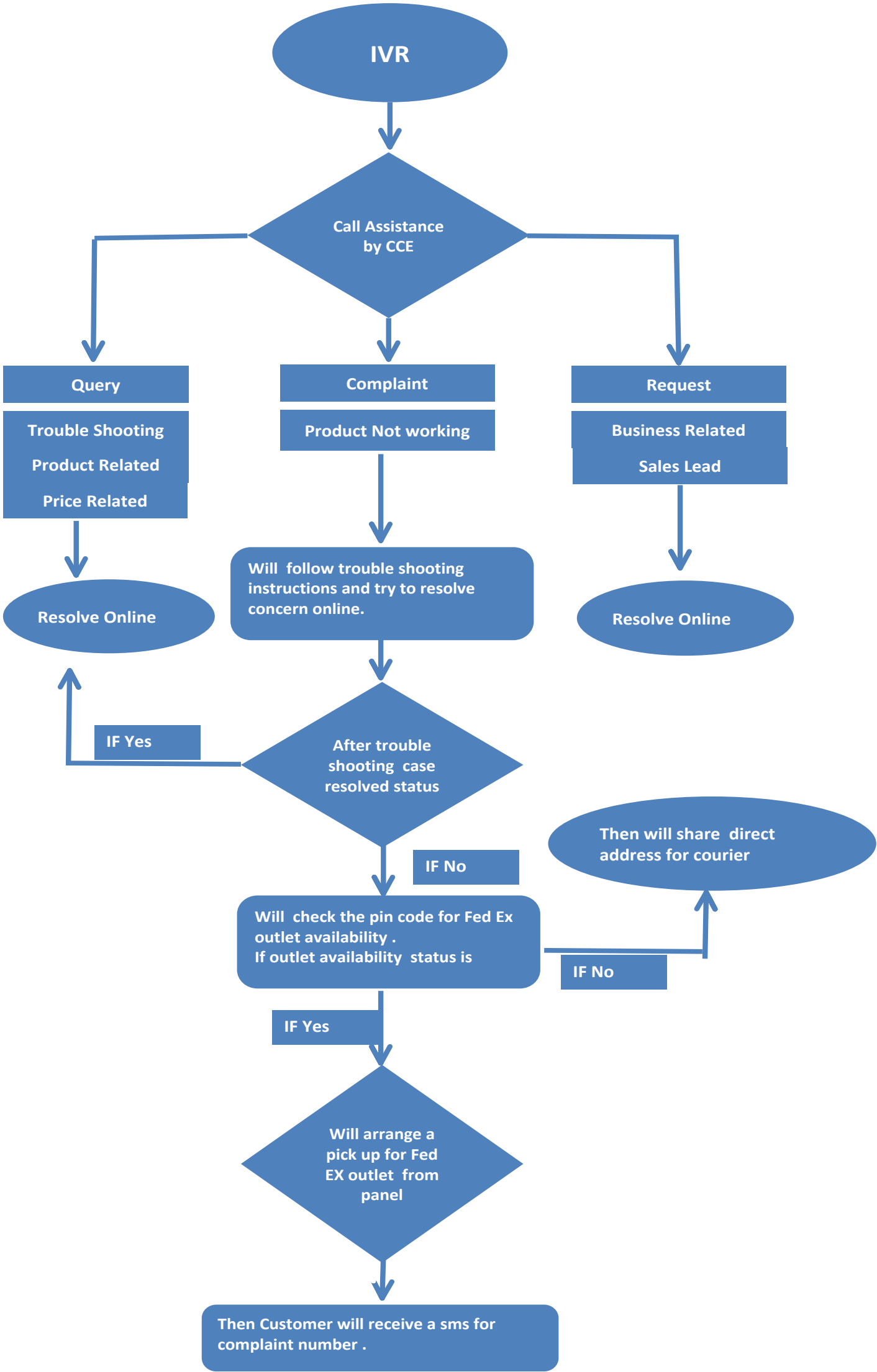
They have in-depth knowledge in major business areas that include process and management, data base management, software development and all. We also take care of process integration and data management services to understand the requirements of the users. They are specially analyzed in order to design & implement the effective networking, manpower and software solutions.

At Team Mas, we bring together supreme business process solutions with the utmost of innovation in terms of ideas & services. We strive for contented customers & their successful businesses.

Interactive Voice Response



Process Flow Chart



CRM Integration with Fed EX



We are going to integrate our CRM with Fed Ex login panel. So that our associates can easily arrange a pick up of product from customer end.

Even we can directly check the courier status on real time from our panel and update to customer.

This real time update will help us to improve our services and faith in customers mind.

Call Assistance By Professionals Callers

Our Professional callers handle all query of customers . They will close query and request cases on the same time of call.

For complaint cases(they will arrange a pick up of product from customer end to use Fed ex panel)



Email and SMS



After the call submission concern team receive a SMS and Email alert of that case.

SMS and Email alerts have becomes an important communications medium in the present market.

Customer Relationship Management - CRM

Our call center services track all the orders properly. There is a proper lead generation and information services provided to the customers.

Our caller captures all necessary details on CRM.

Ex- Customer name , address, concern etc.



Cloud CRM



1. 24/7/365 Accessibility: Customer relationship management with Web based live MIS in the cloud, concern teams can access it directly any time they want, from anywhere. This can add a real edge to virtual work forces and multinational teams; providing easy access that scales as your business grows.

