



# CallNexus

Call Center Support Service Provider

Website: [www.callnexus.in](http://www.callnexus.in)

Industry: Call Center & BPO Services | Service Type: B2B | D2C | Customer Support | Profiling



## About CallNexus

CallNexus is a dedicated call center support service provider helping businesses enhance their customer experience, simplify operations, and scale efficiently. We specialize in B2B, D2C, customer service, lead profiling, and omnichannel communication support.

Our approach is built on quality, transparency, and performance. With a trained team, advanced technology, and VAPT-compliant systems, we ensure seamless customer engagement for every client—whether you are a startup or an established enterprise.

We focus on building long-term business relationships through reliable outsourcing solutions designed to improve efficiency and reduce operational costs.



# Our Mission

## Secure

VAPT-compliant systems protecting your data

## Reliable

Consistent service delivery you can trust

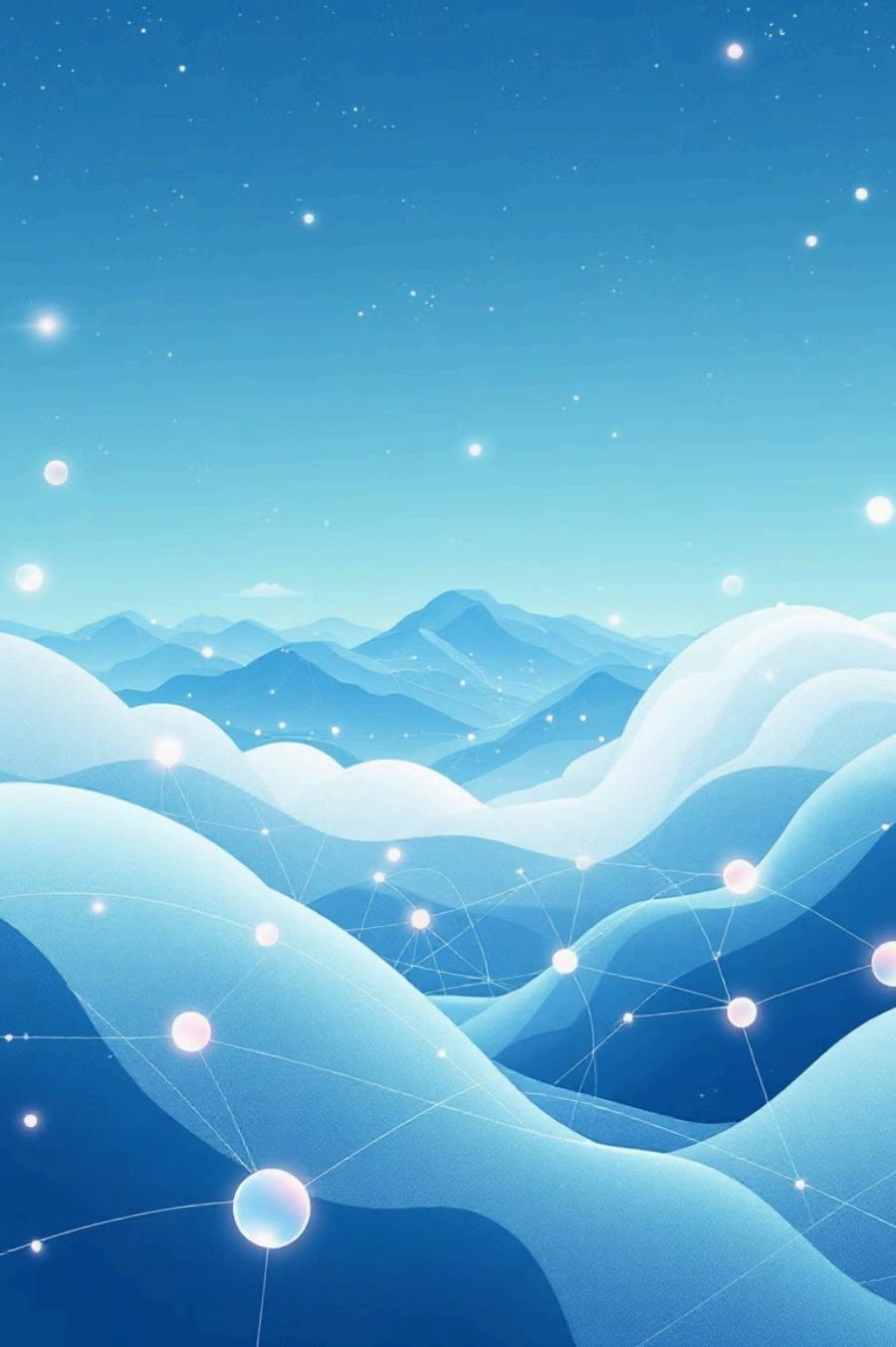
## Cost-Effective

Affordable solutions that maximize value

## Superior Experience

Exceptional customer communication services

To empower businesses with secure, reliable, and cost-effective customer communication services that deliver superior customer experience and operational excellence.



## Our Vision

To become the most trusted and performance-driven call center outsourcing partner, delivering world-class service quality powered by technology, transparency, and security.

# Services We Offer

CallNexus provides end-to-end call center and BPO services tailored to your business needs:



## Customer Support Services

- Inbound support
- Outbound customer follow-ups
- Complaint handling
- Order support
- Query resolution
- Ticketing assistance



## B2B & D2C Support

- Business communication
- Lead profiling
- Appointment scheduling
- Relationship management
- Follow-up calling



## Digital & Back-Office Support

- Chat support
- Email support
- CRM handling
- Data management
- Reporting & documentation



## Profiling & Verification

- Lead validation
- Customer data verification
- Feedback & surveys
- Loyalty/retention interactions



# Industries We Do NOT Serve

To maintain compliance and ethical business practices, CallNexus does not provide services to:

✗ Insurance Sales

✗ Loan Sales

✗ Loan Collection / Debt Recovery

✗ Gambling

✗ Betting

✗ Illegal or High-Risk Industries

- This ensures safety, compliance, and a risk-free partnership for our clients.

# Data Security & Compliance



Your data is protected with top-level security infrastructure. CallNexus uses a **VAPT-Compliant Dialer System**, ensuring:

- Vulnerability Assessment & Penetration Tested
- Encrypted call and data transmission
- Role-based access control
- Secured workstations
- Real-time monitoring
- Activity logs & audit trails
- Strict compliance protocols

We prioritize data safety, confidentiality, and compliance for every project.

# Our Unique Selling Points



## Start Small - Sheet Restriction

Begin with just 2 seaters, allowing complete flexibility and cost management for startups and small businesses.



## Real-Time Monitoring Dashboard

Standard and fully customized dashboards. Monitor performance, call analytics, and agent activities in real-time.



## Attractive Pricing

Affordable and competitive pricing designed without compromising on service quality.

## Dedicated Team Leader for Every Process

Every client receives a dedicated TL with daily performance monitoring, regular reporting, quality checks, and team coordination.

## VAPT-Compliant Dialer for Data Security

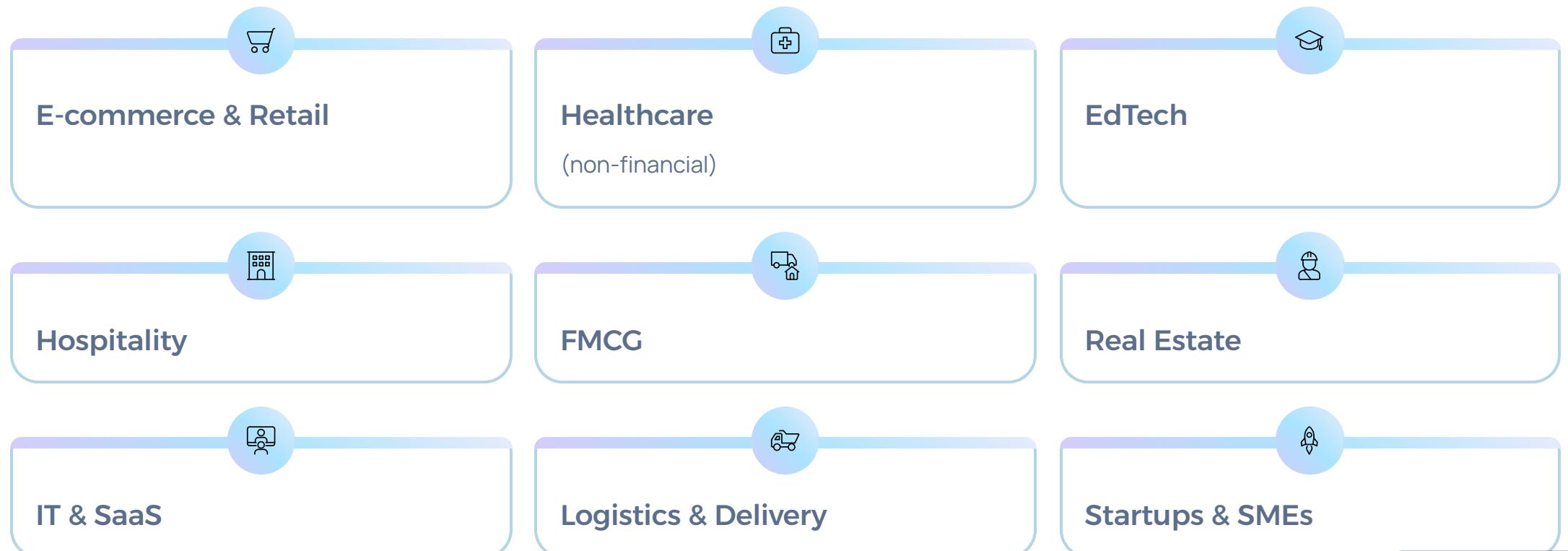
Advanced, secure communication ensuring data protection, reliable connectivity, safe customer handling, and no security breaches.





# Industries We Support

We deliver our services to multiple sectors, including:





# Client Engagement Process



## Requirement Understanding

We analyze your business needs and objectives



## Process Creation & SOP Development

Custom workflows and standard operating procedures



## Team Deployment

Dedicated team assigned to your project



## Training & System Setup

Comprehensive training and technology integration



## Pilot Run & Performance Testing

Trial phase to ensure quality and efficiency



## Full Go-Live

Complete deployment and operations launch



## Daily Reporting & Quality Monitoring

Continuous performance tracking and optimization



# Quality Assurance

Our QA framework includes:

Call monitoring

Weekly QA reports

Feedback/coaching sessions

KPI tracking

Script compliance checks

SLA monitoring

This ensures consistent and reliable performance across all processes.





# 🤝 Why Clients Choose CallNexus

Flexible seat options (start with 2 seats)

High-quality trained agents

Transparent communication

Real-time dashboards

Secure, VAPT-tested systems

Dedicated leadership for every project

Affordable outsourcing solutions

Proven performance metrics

Tailored solutions for every business type



# Contact Us



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