



AFFIRMA

BUSINESS PROCESS OUTSOURCING (BPO) SERVICES

Why Affirma?

➤ Flexible & Scalable Support

US-based, Near Shore, or Global support capabilities with the ability to scale on demand

➤ High-Quality, Low Cost

Decrease hiring and recruiting expenses without sacrificing quality

➤ No Hiring & Managing Stress

We take the headache of hiring, managing, and operating off your plate

➤ Various Language Support

We offer extensive language support to cater to diverse customer and partner bases, fostering inclusivity and global reach

➤ Multi-Channel Support

Chat, email, phone, social networks, customer portals, case tracking systems, and more

➤ Measurable Insights

We track analytics such as ticket volume, response times, and more

Our BPO Services

Customer Support

Seamless and professional customer and partner support designed to elevate customer satisfaction and strengthen relationship

Tier 1 & 2 HelpDesk Support

Our dedicated team of IT help desk specialists are personable and well-equipped with the technical expertise to handle a wide range of issues, quickly and efficiently

Data Entry & Analysis

We'll handle your data entry needs including data input, data verification, database management, data formatting and cleansing

Administrative Functions

Reliable administrative experts that can handle your HR, Finance, Operations, and Recruiting functions

Key Results

- ✓ Better CSAT scores
- ✓ Higher ROI and lower staffing costs
- ✓ Increased customer retention and loyalty
- ✓ Quicker resolution times for your employees and customers