MISHTEL
SERVICES PVT. LTD.
Cloud Telephony Company

MISHTEL

VOICE

MESSAGING

CONFERENCE

IVR

IVR

DATA CENTER

COUSTMER
FEEDBACK

TEAM WORK

24/7
SERVICE

MISHTEL SERVICES PVT LTD

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MISHTEL CONTACT CENTER

Outsource Contact Center Services to grow your valuable business Managed by Experts Trusted by top Brands.

With our outsourcing contact center services, clients can concentrate on what they do best, which is their core business functions.

Business management functions like contact centers, customer relationships, market research, and many others are managed by us with a focus on keeping operational costs low while facilitating businesses

Providing future-proof contact center outsourcing services Get smart, innovative, agile, and performance-driven call center services to experience measurable impact and unmatched value to your business!

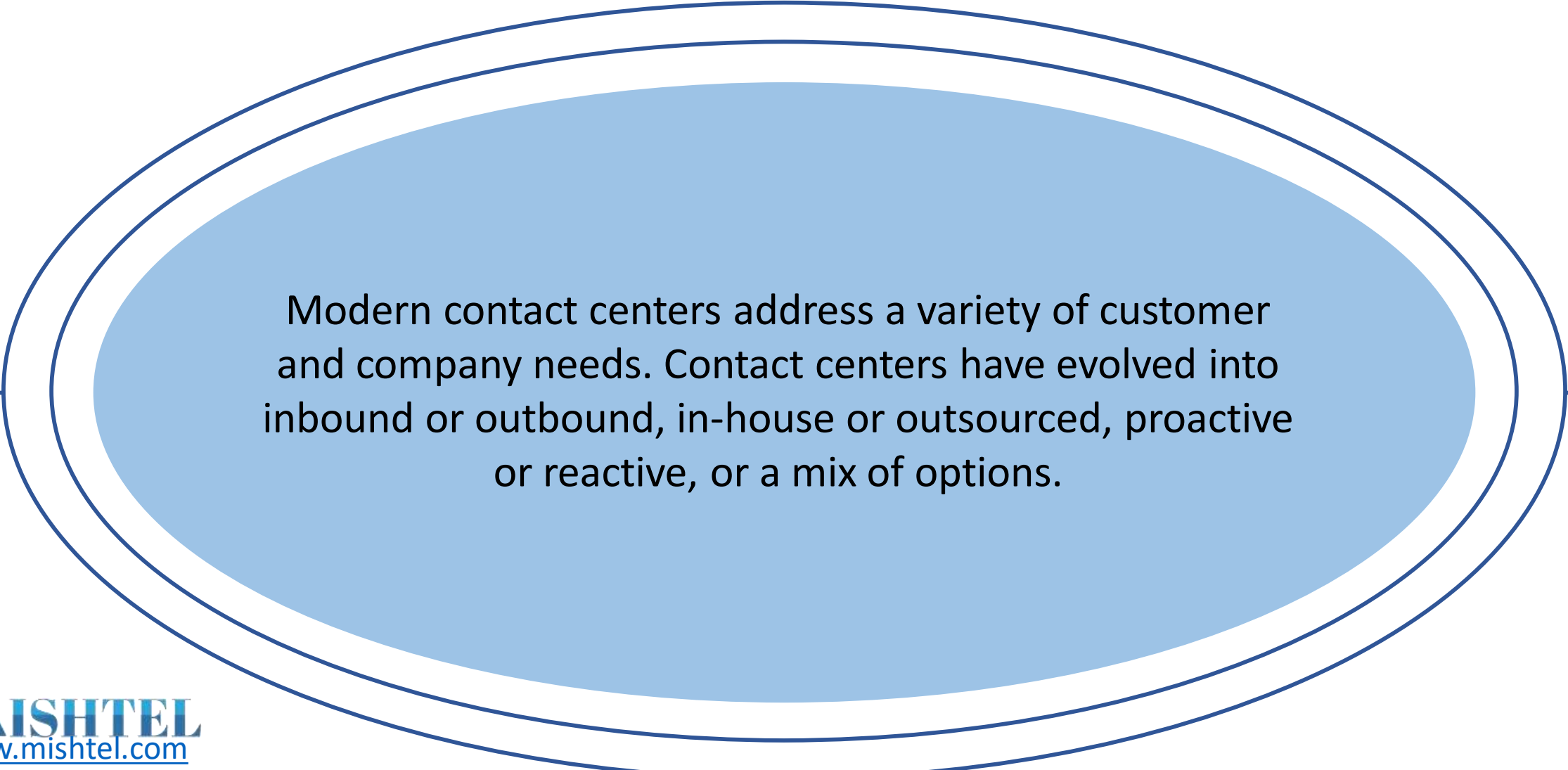**MISHTEL**
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WHY CONTACT CENTER IS A MUST NEEDED?

There are many advantages that call centers provide for businesses, including enhanced customer service. Explore the other benefits below:

❑ Save money: Hiring a contact center to monitor communications around the clock can be much cheaper than hiring one person to do the same job.
❑ Boost customer satisfaction: When a business has a reliable contact center, customers will have a smoother experience, resulting in higher satisfaction and brand loyalty.
❑ Enhance your competitive advantage: A 24/7 contact center can give you an edge over a company that doesn't.

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RANGES OF CONTACT CENTER PRODUCT

Modern contact centers address a variety of customer and company needs. Contact centers have evolved into inbound or outbound, in-house or outsourced, proactive or reactive, or a mix of options.

Inbound

An inbound contact center fields incoming calls from existing customers.

Use Cases

Customer Support, Inquiry Handling, Toll Free Services, Technical Help Desk, Call answering, Product Information Request

Outbound

At an outbound contact center, agents reach out to prospective and existing customers. These organizations usually run off an automatic dialer that rings a list of numbers and routes the call to an agent the second someone picks up the phone.

Use Cases

Appointment Scheduling, Soft Lead Generation, Telemarketing, Information Verification, Customer Survey, Third Party Verification

Automated

Automated contact centers utilize computer-based systems to handle caller responsibilities. Having this computerized capability can help cut costs for a business because it reduces the need for human call management.

Use Cases

Helping customers find business locations, Answering common questions and suggesting solutions, Voicemail management

Virtual

A virtual contact center is a cloud-based operation that runs in remote locations. These types of contact centers are a lot less expensive to manage and give employees the flexibility to work from anywhere.

Use Cases

Cloud messaging, email, and calling.

Omni-channel

Similar to virtual contact centers, Omni-channel contact centers operate using cloud software. What makes these centers different is that they can connect interactions across multiple channels, including: Voice, Email, Social media, Live chat, SMS

Reactive

A reactive contact center fixes problems as they arise with an internally driven approach. Agents at a reactive contact center spend more time de-escalating angry customers and resolving issues.

Proactive

The proactive contact center engages customers before there's a problem. Agents here are usually upselling and cross-selling as well as identifying and reaching out to at-risk customers.
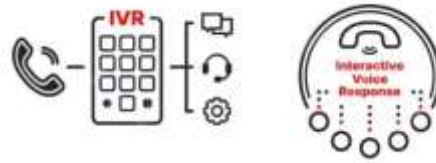
WORKFLOW OF MISHTEL CONTACT CENTRE

Initial Customer Contact

The process commences when a customer initiates a call to your business. This can occur directly to the contact center or through an integrated app or product.

Engagement with the IVR system

Customers engage with the Interactive Voice Response (IVR) system upon contacting the contact center, which offers menu options and guides selections through voice commands or keypad input. The IVR directs customers to relevant agents or departments and allows call redirection to text messages.

Customer's identity Verification

Once the customer is directed to the appropriate agent or department, the representative verifies the customer's identity before addressing their concern.

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WORKFLOW OF MISHTEL CONTACT CENTRE

Customer service representative resolves the issue

Subsequently, the customer service representative attends to the customer's request or issue. Throughout the interaction, representatives adhere to contact center protocols and communicate in a manner that demonstrates customer appreciation.

Interaction and Follow-up

Occasionally, a customer service representative may be unable to resolve an issue during the initial call. In such instances, they will follow up with additional information as needed.

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NEXT STEPS

1

2

Contact Us

Reach out to our sales team to discuss your requirements in detail.

Schedule a Demo

Experience the power of our cloud contact center firsthand.

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THANK YOU

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