

Company Profile

Core IT offers a state-of-the-art Call Center facility with latest technology and competent personnel, ensuring cost effective solution to meet both the inbound and outbound calling requirements. We provide round the clock services and support to our clients and ensure that our clients reach their customer anytime, anywhere. **Core IT** has trained call center agents on the accent with telephone communication etiquette and skills set covering Internet skills, Sales skills and Technical skills.

Inbound services

Customer care services

Order taking Services

Database management

We can handle any number of calls in a day since we are equipped with the resources to manage a range of inbound call center services.

Outbound services

Direct marketing campaigns

Selling services/ policies

Up selling and cross selling

Prospecting and lead generation

Appointment setting

Market research

Database updating

Welcome calls

Latest Technologies

We are using high-tech web-enabled call center technologies that cover all listed features for the clients. -Interactive Voice Response (IVR) This service like speech recognition, self-service is very practical in increasing efficiency and decreasing the time spent by agents. It can handle majority of customer easily and navigate customer to perfect desk. -Automatic Call Distributor (ACD) Call routing is our centrally integrated system which is applicable in any media. It's effective for automatic call distribution. -Fax on Demand (FOD) FAX management capabilities. It is very handy in increasing efficiency and decreasing the time spent by agents in imparting information. -Computer Telephony Integration (CTI) It has terms for real-time feedback, dynamic routing schemes, real-time reporting and workforce management.

We and why Bangladesh?

Talented and innovative workforce Call centers in Bangladesh are enriched with huge numbers of qualified, tech-savvy, IT literate, trained, educated and experienced professionals. Bangladesh's large and well-spoken workforce has been one of the main advantages over other countries. -Alternative of India Get better services by creating options for India as well as China, Vietnam, Philippine and other countries. Bangladesh is the best outsourcing country to take you to the next level in your field. -Time Zone Advantages Our standard time zone: UTC/GMT +6 hours. By taking advantage of Bangladesh's time difference, global organizations and also you would be interested in outsourcing call centers to Bangladesh. -

Government Policies The Bangladesh government has extended its support to the outsourcing and IT industry. The government has offered full facilities like duty free exports of capital goods and has provided tax exemption on the export. Bangladesh has also experienced privatization and reduction in the tariff of internet services, telecom, cellular services and paging services. This support from the Bangladesh government has gone a long way in making Bangladesh the world's most preferred outsourcing destination. -

Cost-effective call center services Cost-effective customer support service is another important factor that can attract global organizations to select Bangladesh for outsourcing call centers. Bangladesh call centers can provide high-quality call center outsourcing services on a 24x7x365 days basis, at a low cost which is more than 50% less if performed in the U.S or U.K. These reasons have encouraged.

An example of cost deduction, If a bank shifts work of a 1000 people from US to Bangladesh, it can save about \$ 20 million a year due to lower costs in Bangladesh.

Benefits derived from BPO can be summarized as follows:

Productivity Improvements

Access to expertise

Operational cost control

Cost savings

Improved accountability

Improved human resources activities

Apart from the Call Center, functions outsourced span purchasing and disbursement, order entry, billing and collection, human resources administration, cash and investment management, tax compliance, internal audit, payroll, etc. The list gets longer day-by-day.

In conclusion, **BPO is one way of increasing the stakeholders' profits and value, if done well.** Please do contact our call center services consultants for discussing and analyzing your call center outsourcing services options.

Thank you.