



GENUITY
BPO

Enhancing Customer Experience

GENUITY  **SYSTEMS**

www.genuitysystems.com



Enhancing Customer Experience

Do you need help keeping your company focused on core competencies? Are your employees less focused on growing and improving your company? The good news is that Genuity BPO is expert in providing Contact Center services.

What We Do

We specialize in crafting engaging experiences and driving digital transformation to generate value & make your customers want to connect with you.

We're extremely passionate about the power of exceptional experiences. When someone has an amazing customer experience, it can be life changing! That's why we love creating solutions to complex Customer Experience (CX) problems that genuinely help people. We do it by combining tech, data-driven insights and our team's diverse expertise to help the industry's best companies deliver brand-defining moments.

Concentrix Spotlight

Customer support: Genuity Systems is a dynamic, new model Contact Center outsourcing organization that is as flexible as its customers are unique over multi channels with multi languages. We use our many years of industry level experience to ensure that our clients get the results they deserve. We are as much dedicated about working on projects today as we were back since this company was established.

Technical support: Aided by the latest digital, Artificial Intelligence (AI), and cloud-based tech, we build, integrate, and manage innovative solutions that power your next generation CX operations. gPlex is our own made most advanced Contact Center solution that simplify the customer journey, freeing up time for staff to focus on the complex interactions that require a more refined human touch.

Customer success: Dedicated Customer Success Managers to maintain healthy relationships, fight churn, improve NPS, and upsell.



How We Work



An Integrated Model: A unique model is prepared to be deployed during the entire engagement cycle with the client.



Focus On End-to-End Process: This process is designed to view businesses keeping end-to-end perspective in mind.



Addressing Client's Requirements: After gathering info, we provide business processes that best suit the company's needs.



Pulling The Right Levers: Since goals for each process is different, our model identifies the right levers that need to be pulled.



Deploying Transparency: Complete transparency is maintained throughout the entire progression of the project.

How it Works

- 1. Onboarding:** The first and foremost step that we do is assigning you an onboarding manager. The task of the onboarding manager is to help you in building your customized team with incredible attention to detail including all the processes such as recruiting, training, and launching.
- 2. Sourcing:** Our recruiting team combines sourcing and headhunting to interview, test and ultimately curate a custom team, tailor fit to your business.
- 3. Training:** Once sourcing has been done and dusted, our training team will take you further to help you train for the extended team members that we have chosen for you. Then we will get the training documentation and certification-ready.
- 4. Production:** Once the training setup is completed, we will hand over the chosen team members to you. They will be fully committed to you and your needs. Not only the members, but we will also assign a manager to the team to ensure they are supervised to perform their tasks correctly. Then the measurement of KPIs and goals start.
- 5. Continuous improvement:** After production, we assign a customer success manager to you to ensure that your work keeps improving and flourishing. The manager will also help you in managing your work and team.
- 6. Growth:** Finally, once you start seeing improvements and see your business growing, the next thing to do is take it a notch up. Start increasing your team size and get your production levels high!



GENUITY
BPO

Provides
Inbound & Outbound
Non-Voice Support

Supports we provide

Voice Support – Inbound and Outbound

Relying on our specialization in providing best voice support services to our global clients with the help of experience drawn from our staff of service industry veterans, Genuity System is not just your average call center service provider that assist you with inbound/outbound calling services, we provide the technological support system which in itself is sufficient to take care of all your future corporate objectives and maybe even more. It's what made us one of the most sought-after outsourcing companies in Bangladesh.

Non-Voice Support

Our approach towards non-voice encompasses almost every aspect of our company. And unlike other call center outsourcing providers, Genuity Systems is primarily committed to driving innovation in the open. We provide unparalleled chat and email support in order to drive continuous improvement to your business in terms of quick and easy access to information, compliance, cost efficiency etc. Also, our quality driven non-voice support processes are available at a highly economical cost.

INBOUND

- Customer Service
- Product Information Service
- Inbound Sales
- Toll-Free Service
- Claims Processing Service
- Order Taking

OUTBOUND

- Complaint Management
- Lead Generation
- Cross Selling & Upselling
- Sales Lead Follow-up
- Telemarketing Services
- Product/Service Promotion
- Market Research & Survey
- Survey Management

NON-VOICE

- Email Management Service
- App/ Web Chat Service
- Digital Customer Service
- Back Office Management



Save department costs:

We reduce your costs by cutting down on the technologies, Infrastructures and People Management since we are into this domain with industry experts and we tend to invest in it heavily so that you can concentrate your core business.



Scalable process:

With our own technological and people management capability, we can easily scale up to any level in a short time period with the help of our industry expertise.



24/7 Support:

We are open 24/7 so is our support team. No matter what time you or your customers call us, we will pick up the call.

Why you choose Genuity BPO

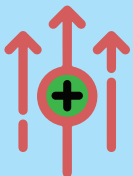
Improve your customer experience:

We create a clear customer experience vision to understand who your customers are. We create an emotional connection with your customers capturing customer feedback in real time by using a quality framework for development of your team with people and technology and optimize the customer journey






Level up CSAT:

We will treat your customers the way you would want to be treated by minimizing wait times, offering multichannel support and empowering your agents.







Enhancing Customer Experience

-  Inbound Call Center
-  Outbound Call Center
-  Tele Marketing /Tele Sales

-  Chat Support Service
-  Email Support Service

-  Customer Care Service
-  Digital Service

Our success

			
Experience	Satisfied Clients	Certification & Membership	Industries Served
18+ years	20+	ISO27001 & BACCO, BASIS	6+





We're Here to Help You



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