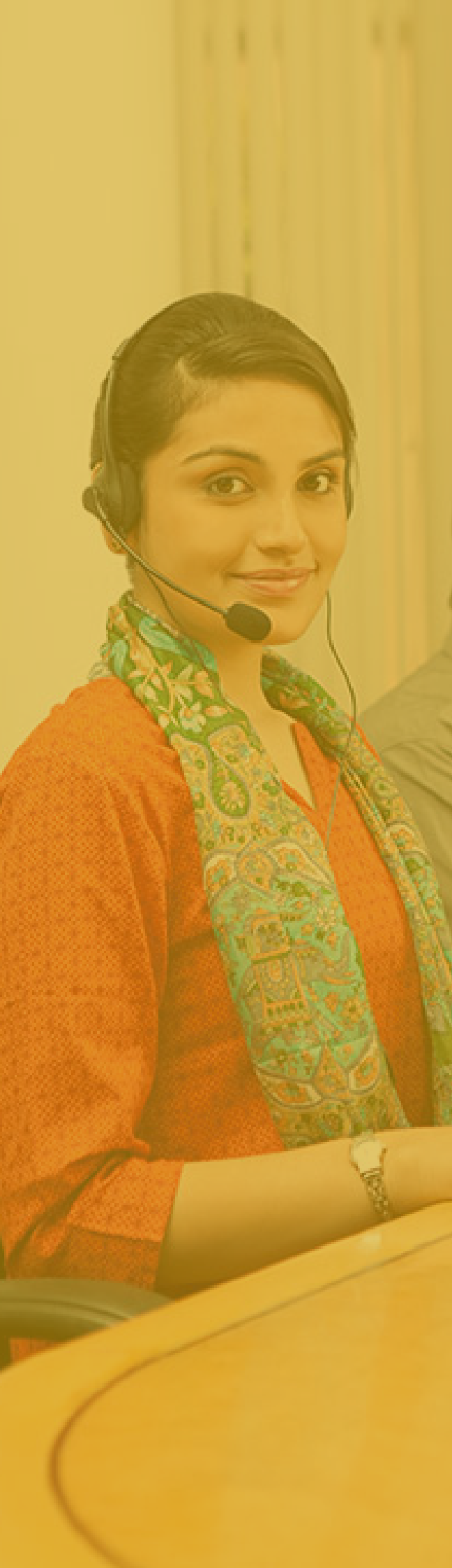




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# COMPANY PROFILE

Consistent Customer Service Around The Clock



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## ABOUT US

**Universal IT** was founded in 2012 to help organizations with their Customer Service needs.

We don't believe in the idea that only Fortune 1000 companies should benefit from outsourcing services. Which is why we have created a business that is everready to serve companies of all sizes and from all sectors with our Customer Support expertise.

Universal IT started off as a small team operation providing inbound call center services, which slowly expanded into a huge community of customer support experts - specializing in various spectrums of the service.

We provide round the clock Customer Service from our Delivery Centers in Bangladesh. We offer a wide array of Services for our clients like - Omnichannel Support, Support via Phone, Live chat, E-mail, Social Media, In-app and Technical & Help Desk Support.

We usually work with Small and Medium sized Businesses who're looking for an affordable way to improve their Customer Relations. By partnering with us, you're able to share your Customer Service concerns with us - while you focus on other important aspects of your business.

We understand the importance of Customer Support for a business. So, we provide 24/7 customer service through omnichannel support. We make sure all your customers receive the service they aspire for and no one returns empty handed.

We're happy to tell you that over the last 11 years, we have completed over 300 different projects. As a result, we have gained much insight into how the customer experience industry works. This knowledge and insight allows us to better understand the prospects of your customers and deal with them accordingly - with the right mix of communication strategies.

Our experience makes us a reliable organization for outsourcing your customer support needs alongside others. Reputable business review and ratings firms will agree with us on that. Moving forward, we wish to be amongst the global leaders in the customer support industry.

# THE FUTURE STARTS HERE



*Md Yunus Hossain*

Hello, I'm Yunus- a sales organization and customer management professional with over 13 years of experience in the field. I have built and run highly efficient sales and customer support task-forces alongside providing board and project level consulting to sales & support oriented organizations globally. For Universal IT, I have developed and implemented staffing strategies and programs that greatly improved operational outcomes and maximized the available staff resources.

My other specializations include - client experience, customer relations management, staff training and motivation, contact center optimization etc. I've led many teams in the successful development and implementation of new business models in BPO industries.

As a progressive BPO organization, we believe in planning for the long term and facilitate a well laid out HR policy that keeps our employees happy and motivated. We believe it is our employees who're the driving force to our success. Having said that, we take appropriate steps to build skill and efficiency among our staff - to help them achieve their professional goals.

Moving on, we're set to grow threefolds in the next decade. There's definitely going to be challenges and obstacles on the way, but we look forward to triumphing over them, as we've done so earlier and continue to do so. We will win and we will help winner's win.

**CEO**

**Md Yunus Hossain**

[www.universalit.net](http://www.universalit.net)

# OUR SERVICES



## PHONE

24/7 support to your Customers over the phone



## E-MAIL

Our Experts answer your Customer Emails



## LIVE CHAT

Real Time Chat Support via Website & App



## SOCIAL MEDIA

We respond to your Customer queries on Social Media



## IN-APP

Providing mobile customer servicing in-app







## TECHNICAL & HELP DESK SUPPORT

Address General Help Desk Inquiries & Provide Specialized Technical Solutions

# SERVICE DETAILS

## PHONE





Our team of experts take your inbound calls around the clock making sure none of your Customers return unanswered. Our Call Center Agents work in shifts, so we're available all days of the year.

-  24 Hour Support
-  Fast Resolution of Problems
-  No Dropped Calls
-  Complaint Management



## EMAIL

Our agents take charge of your Customer Emails and pay great attention in understanding and responding to the mails accordingly. Through Email support, we are able to provide Customers with extensive responses.





-  Faster Response Rate
-  Personalized Email Replies
-  Detailed Replies
-  Addressing problems

# SERVICE DETAILS

## LIVE CHAT

Through Live Chat Services, our team of experts provide real time support for your clients. Our Live Chat Team is usually snappy and handy with general information regarding issues commonly faced by your customers.







-  Faster Response Rate
-  Higher Response Rate
-  Highly Personalized Response
-  Highly Compliant with SOP



## SOCIAL MEDIA

We ensure customer oriented interactions through social media platforms. Taking your brand in mind, we devise a strategy for social media interactions and make sure to listen carefully before we jump into responses.

-  Higher Response Rate
-  Faster & More Accurate Responses
-  Social Media Interaction Strategy
-  More Happy Customers

# SERVICE DETAILS

## IN APP

Our skilled team of Representatives provide services to your Customers through in-app customer support. Our team receives necessary training to operate your in-app platform and work towards providing quality support.



Instant Response



Support Made Easy For Customers



Improves Customer Experience



Increases Customer Engagement



## TECHNICAL & HELP DESK SUPPORT

Help Desk staff address general customer issues and queries by offering your customer advice, guidance and information that would help them resolve the problems. For more technical problems, our technical support team is recommended.



Troubleshooting



Providing Customer Advice



Well Organized with Information

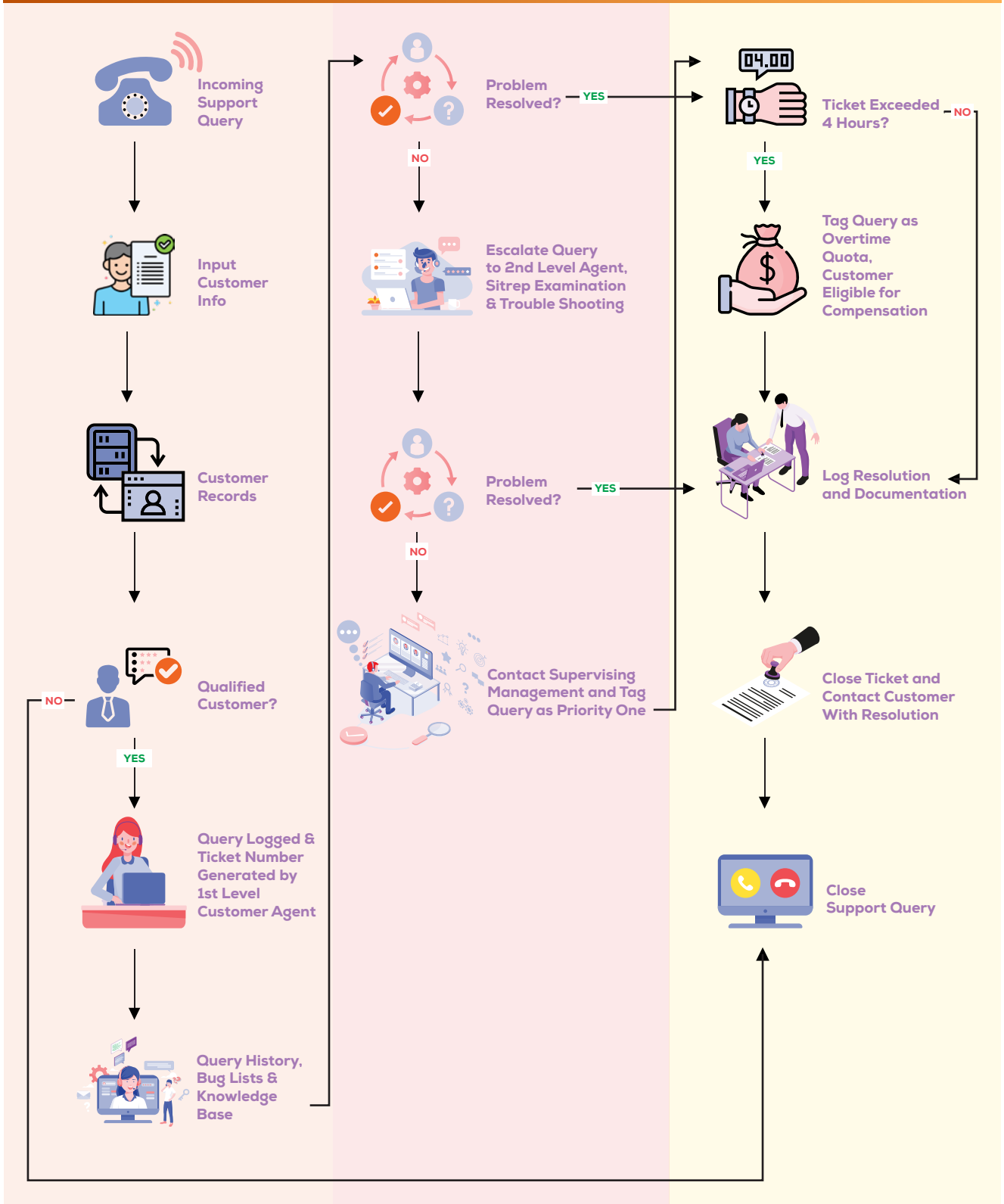


Complete Tech Support



# CX WORKFLOW

## OUR SUPPORT WORKFLOW



# AFFINITY FOR EXCELLENCE



# OUR MASTERY

## RELIABLE TASKFORCE

We make sure to hire professionals with at least 2 years of past experience in the industry. More so, our intensive recruitment process ensures that all our employees are reliable and capable of doing their job.



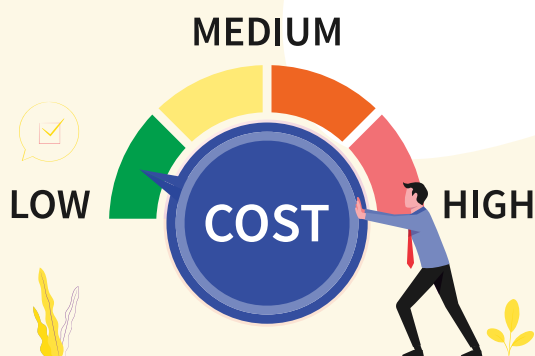
## 24 HOUR SUPPORT

We find people who are passionate about your product and create an engaging place for them to work.



## OMNICHANNEL SUPPORT

We provide Omnichannel support to our clients based on their needs and preferences. This allows us to resolve Customer issues faster and more accurately.



## REASONABLE PRICES

Due to our expertise, we are able to offer the most budget friendly solutions to your customer support needs without compromising on the quality of our work.