



CIS offers award winning contact center solutions for all your outsourcing needs. With over 300% growth rate, 8+ years of experience and a team of 100+ professional on global locations including development center at Indore, India. We are experts in inbound contact center services. Whether you require customer contact center outsourcing, 24/7 coverage or after-hour service, our contact center agents will answer your calls consistently and accurately each time.

CIS offers a range of solutions for your small to mid size business. With each solution, we offer the following standard service features:

#### CIS CALL CENTER SERVICE FEATURES



- ❖ Certified Sales and Customer Service agents
- ❖ Dedicated Client Services Representative for your account
- ❖ Hourly and monthly pricing models
- ❖ 24/7/365 service (after hours, weekends, holiday's incl.)
- ❖ Services offered in 4 languages (English, German, French & Spanish)
- ❖ Live Chat Support Services offered in 10+ languages
- ❖ Local telephone number
- ❖ Toll-free number (US/ UK/ AUS/ Other destinations)
- ❖ Award winning quality and daily call monitoring

\* \* \* Partner with CIS and experience significant improvements in your customer service.

## CIS OFFERS THE FOLLOWING SERVICES



- Toll Free Customer Service
- Order Taking Services
- Live Web Chat (Live Web Chat, Web Push)
- Real-time Email Response
- Direct Response/ Infomercials
- Conference, Class, Seminar and Event Registration
- Appointment Scheduling
- Live Receptionist
- 24-Hour HelpDesk
- Emergency Response
- Inbound Call Center Services
- Outbound Call Center Services
- Remote Receptionist
- Dealer Locate and Referral Service
- Website Receptionist Service
- Surveys and Customer Contact
- Knowledge Process Outsourcing “KPO”
- Engineering Process Outsourcing “EPO”
- Accounts, Financial, banking back office services
- Business Process outsourcing

## QUALITY ASSURANCE



Outsourcing gives your corporation access to a specialized talent pool without the costs of recruiting, training, and monitoring your own workforce. At CIS, we are highly dedicated to our employees, who not only represent the face of our business, but also act as the front line of your corporation. We know first impressions matter and accordingly, we do everything possible to ensure our agents put your best image forward by ensuring the highest level of quality for all customer interactions (voice, chat, and email) including hire the best people for our client accounts, Motivation on regular basis and Retention of Employees.

## CLIENT RELATIONS

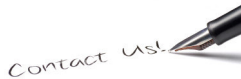


CIS pays special attention to communication with its clients. Close interaction with our clients transforms offshore centers into part of in-house teams. Nice mix of the quality of service, work terms and personalized support highlights CIS from a variety contact center solution providers.

The company provides its clients with added value by gaining the benefits of successful outsourcing:

- \* Increased flexibility and working time.
- \* Quality and consistency of services
- \* Cost reduction and access to a specialized talent pool
- \* Improved time to market and customer contact
- \* Efficient Business models
- \* Transparency and single point of contact
- \* Process optimization, technologies innovation
- \* Security, IP protection, and restricted authorized network resources

## CONTACT INFORMATION



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