

Delivering smarter solutions that boost customer relations!



expanding possibilities

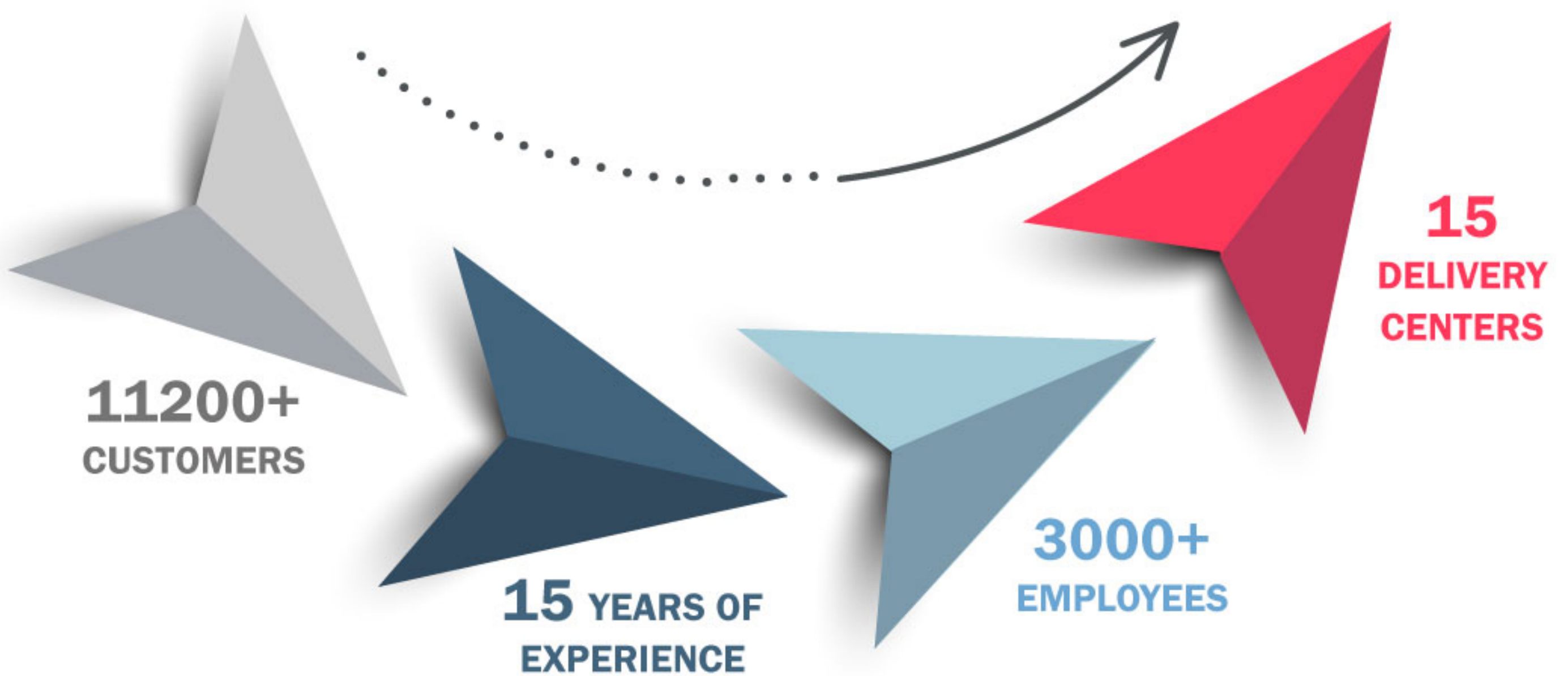
Future Ready Call Center Services at Your Disposal

Craft a seamless omnichannel experience for your customers through Flatworld's high-performance, agile, and innovative call center services

Who Are We?

FWS is one of the foremost providers of high-quality call center and customer relationship management services around the world. Over the years, we have leveraged our unique industry advantage as first-movers and our technological supremacy to deliver desired business outcomes for thousands of clients across industries and verticals.

Our management team is made up of seasoned business professionals from leading global organizations who can leverage their collective acumen in the global outsourcing domain to deliver maximum ROI for our clients.



Our Quality & Security Certifications

Flatworld Solutions is ISO/IEC 27001:2013 and ISO 9001:2015 certified for IT & ITES services including Business Outsourcing, Business Consulting, Call Center, Technology Solutions, Healthcare, Mortgage, Online Marketing, & Software Development.

We are ISMS certified and take pride in ascertaining that our people, processes, and IT systems are compliant with the AIAO-BAR and follow a systematic approach to manag-

Our SOC Type 2 attestation endorses our adherence to SOC trust principles for preventing unauthorized access. Being HIPAA compliant, we have the necessary physical,

We are also “Great Place to Work” certified, which displays our commitment to serving the people who serve you – our employees!



Our Omnichannel - Call Center Solutions For Enterprises

Our services are designed to optimize your offerings while increasing dials/calls received per hour while remaining compliant to regulations. Our offerings include:

Inbound Call Center Services

- 800 Answering Services
- Phone Answering Services
- Claims Processing Services
- Upselling and Cross-selling Services
- IVR Services



Outbound Call Center Services

- Market Intelligence Services
- CATI Services
- Follow-up Services
- B2B Appointment Setting Services
- Product Promotion Services
- Debt Collection Services



Telemarketing Services

- Cold Calling Services
- B2B and B2C Calling Services
- Real Estate Cold Calling Services
- Teleprospecting Services



Lead Generation Services

- Outbound Lead Generation Services
- Startup Lead Generation Services
- Lead Generation for IT
- E-Commerce Lead Generation
- Lead Qualification Services



Customer Support Services

- Technical Support Services
- Remote IT Support Services
- Email and Chat Support Services
- Toll-free Customer Support Services
- Retail BPO Support Services Video
- Chat Support Services



Enhancing Customer Experience- One Leap at a Time

The primary challenge for any call center is managing customer experience while handling high call volumes. Today's customers want to reach your agents early, and we ensure they do so in the swiftest way possible. Our advanced call center features that can enrich your customer experience

1 Customer Expectation Management

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2 Customer Information Disbursement

Leverage from a suite of features such as customizable greetings, and relevant first-touch information to keep callers interested. You can also highlight new products, campaigns, and promotions through this channel

3 Prioritized Call Queues

Staff and floor managers can prioritize call queues based upon wait times, customer historical data, and other factors.



What We Do in Call Center

Our Transition Process



Understand and document customer requirements



Review script, FAQs, & CRM



Design QA process, metrics, and scorecard



Shortlist agents for client interviews



Shortlist candidates after client interviews



Train new hires



Final assessment, mock calls, & written tests



Review daily, weekly performance, weekly QA calibration



Define SLA, KPIs and targets



Review daily, weekly, & monthly KPIs

Multilingual Capability



Spanish



French



Mandarin & Cantonese



German



Arabic



Portuguese

- Support provided in over 6 Foreign Languages
- Team of Native speakers
- Unmatched Accuracy and Localization
- Streamlined Quality Control Systems
- Time Zone Advantage and 24/7x365 Workdays



Flatworld's Project Execution Plan

As with any project, we strive to create solutions where our experienced contact center agents have maximum context, insights, and relevant intelligence to deliver accurate responses. We aim to improve overall customer satisfaction, loyalty, and your brand's lifetime value over time, and we can achieve this with the help of a time-tested execution process which includes the following steps:

Executive Training

- Script Readings
- Mock Calls
- Sharing of Best Practices
- Certification Processes

Training Process

- Finetuning of Training Material
Model Creation
- Conducting Client-facing Training
- In-house Training

CRM Implementation

- Adapting CRM Based on Client Input
- Leveraging Experience with Salesforce
- Zendesk, Zoho, and other CRMs
- Training the Team on Usage Practices

Reporting

- Adapting CRM Based on Client Input
- Leveraging Experience with Salesforce
- Zendesk, Zoho, and other CRMs
- Training the Team on Usage Practices



Our Key Differentiators

We focus on building client relationships that can propel you further. We understand that while your customers are just a click away, communicating with them is something that not every company can ace. That is where we come in.

- Tier III Data Centers to ensure 99% uptime
- State-of-the-art infrastructure facilities
- Access to cloud technologies
- Enhanced security options and virtual work environments
- More than 60% cost savings
- Round-the-clock client support
- Experienced and knowledgeable team
- Legally tenable confidentiality agreements
- Strict adherence to quality standards



Technology You Can Depend On

➤ Smart Call Routing

We can handle all your inbound or outbound calls that stick to multiple criteria. This ensures we remain on top of volume management and while optimizing allocated resources smartly

➤ Professional Tools

All your calls and campaigns get a massive boost through our dedicated tools and technologies which leverage the best in the contact center space. This enhances productivity and facilitates

➤ Business Intelligence

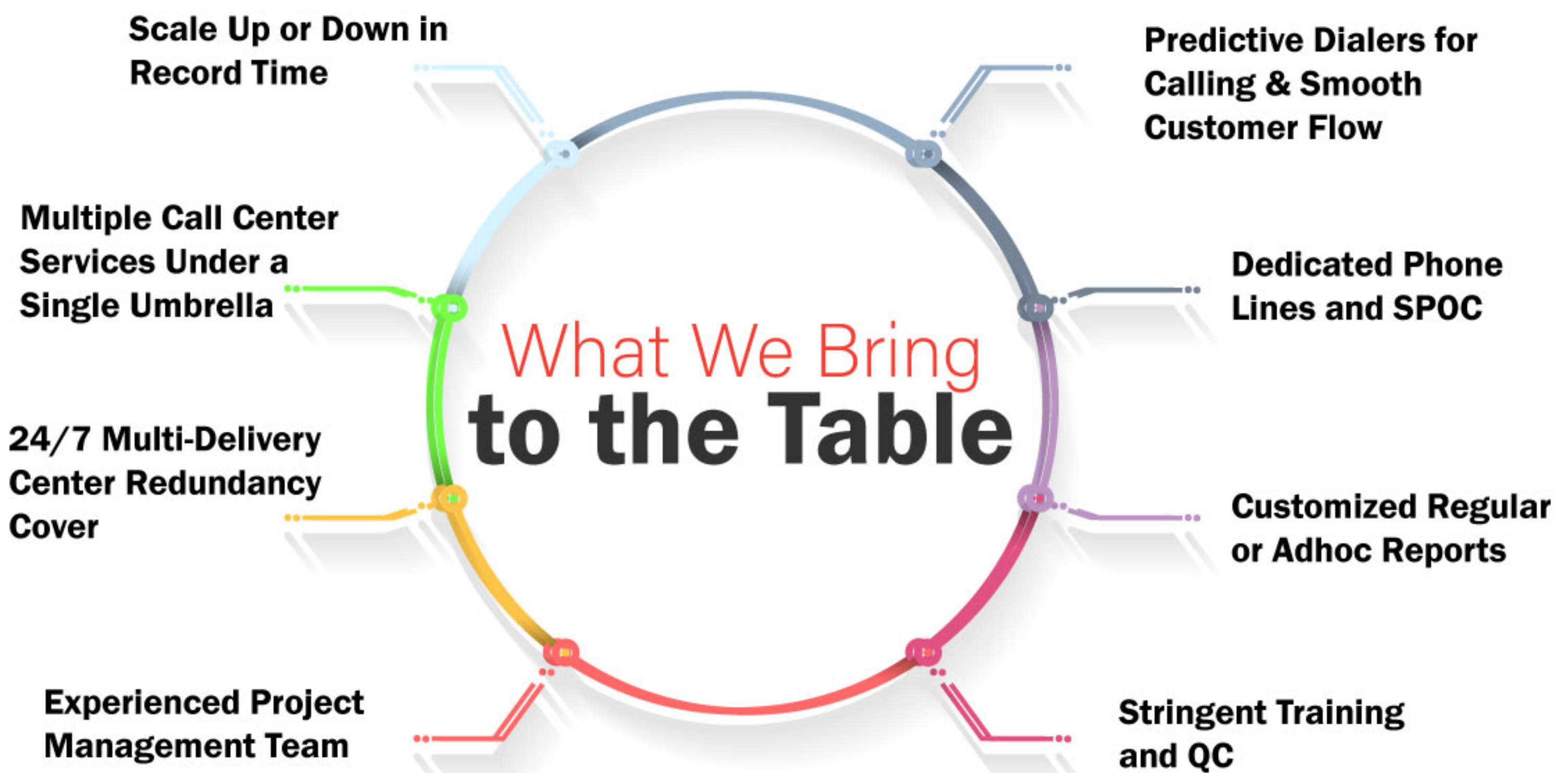
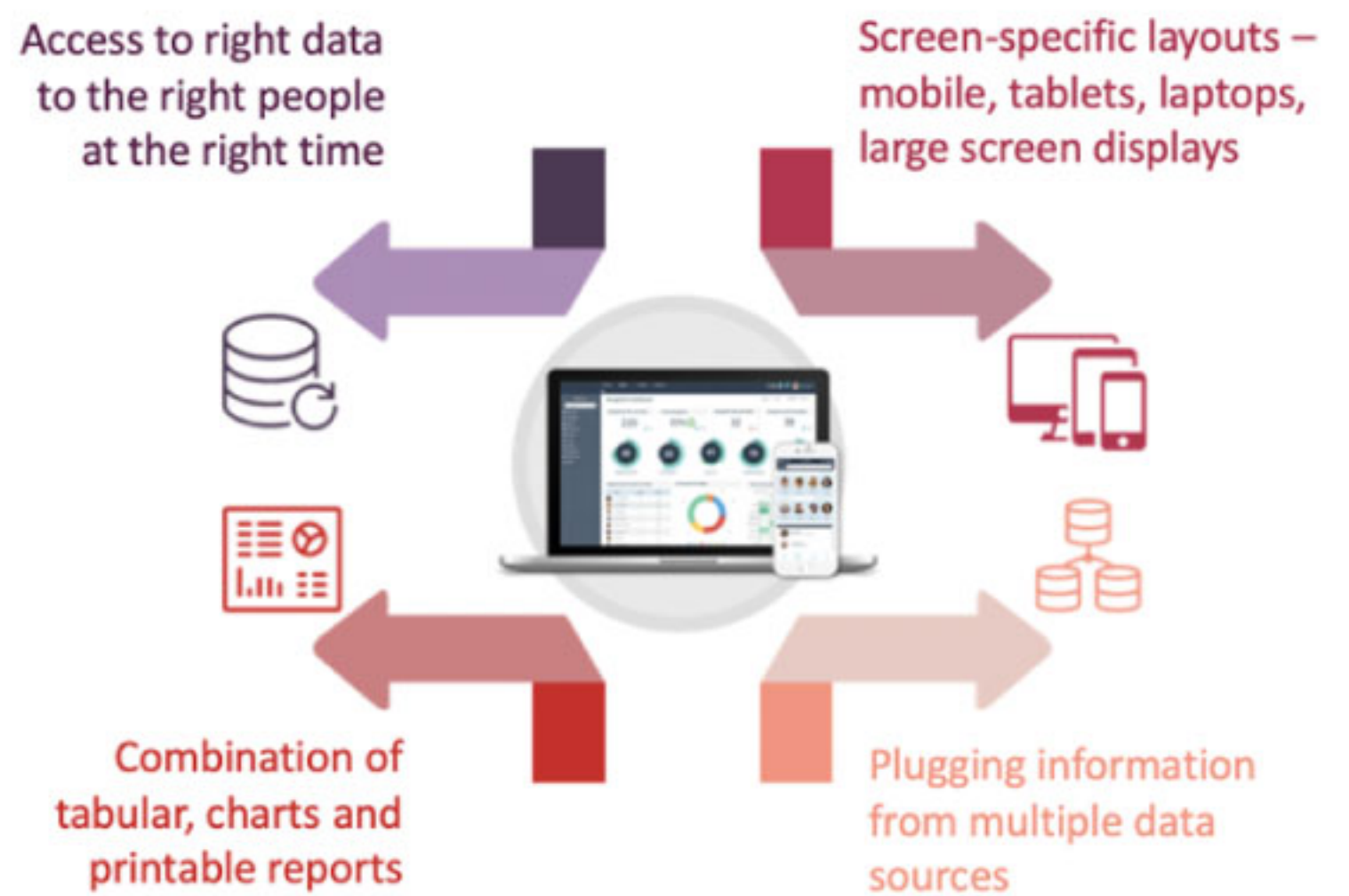
We analyze all call center calls and resource performance in real-time or on a deferred basis. This data is fed into powerful AI-driven BI dashboards which allow you to understand every variable easily.

➤ Quick Integration

We can connect our call management software easily to your corporate tools, whether based on CRM or ERP. This ensures steady information is continuously fed to your intelligence

Reporting Intelligence for the Globally Connected

Our in-depth statistics and reporting modules give you the ability to foresee disruptions and change your course by leveraging in-depth project data. We can create customized reports with performance alerts that allow you to understand what is happening, what you should do, and what actions need to be taken immediately.



Predictive Pricing

Try our one-of-a-kind, FREE online tool that helps you calculate the number of agents and cost requirements for your call center operations, with the least possible inputs.

TRY NOW

CALL CENTER STAFFING CALCULATOR

Calculate staffing & costing for your project

Project Type

Inbound Outbound - One time Outbound - Ongoing Email Chat

Service Type

Order Taking Services

Select Target Country

USA

Shift Coverage

24/7 Coverage

Average Call Count

Enter Number of Calls

Average Handling Time (Min)

Enter Minutes

» Check the result below

Customer Testimonials

Flatworld's service package is excellent, impressive, and very professional. They have a superb team to execute tasks assigned. We expect this relationship to grow much more with the years ahead as we expand our global presence using the full depth and breadth of Flatworld's expertise.



We highly recommend Flatworld Solutions to any Corporate institution. We are very Pleased with them.

CEO, A Fast-growing Research and Technology Company in Florida, USA

Awards and Recognitions



Flatworld Receives Award at Aditya Birla Group's 9th Mission Happiness Leaders Meet

Flatworld Solutions receives award for excellent call center support services provided to UltraTech Cement at Aditya Birla Group's 9th Mission Happiness Leaders Meet.

Connect With Your Customer- Connect with FWS

If you are looking for the most advanced unified communications features in the industry, top-end performance, and a supreme range of functionality, talk to our call center specialist right away.

csupport.info@flatworldsolutions.com

www.flatworldsolutions.com

800-514-7456

You can also share your requirements by [filling up this form.](#)

Flatworld Solutions Virtual Tour

PHILIPPINES:

<https://youtu.be/ckVjBlcYSOY>

INDIA

<https://youtu.be/96Rbd4V00Io>



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