

Future Ready Call Center Services

Innovative, agile and performance driven call center services to deliver measurable impact, and increased business value for clients



Go4customer is a leading provider of contact center and customer relationship management services.

We possess years of demonstrable experience in delivering desired business outcomes for our clients, across industries with our best-in-class outbound, inbound and web enabled outsourcing services.

With a strength of more than 1200 trained and highly qualified employees spread across 7 centers in Noida, Jaipur, Mohali, Ahmedabad, Mumbai, Bengaluru and Chennai in India and international offices in the US and UK, we are ideally positioned to outperform committed service level agreements (SLAs) and drive bottom-line growth of our clients. We partner our clients and function as an extension of their business to ensure maximum value for their business.

Globally, more than 200 clients have benefitted and improved their bottom-line by engaging us as a strategic partner for their customer support and relationship functions. Our management team comprises accomplished professionals from leading global organizations with years of experience in the outsourcing domain. Their deep business acumen and domain knowledge enables us to deliver maximum return on our client investments. Go4customer is a Cyfuture company

OUR QUALITY CERTIFICATIONS

- CMMI LEVEL III
- ISO 20000-1:2011
- ANSI/ TIA942
- ISO/IEC 27001-2013
- ISO 27001:2005
- ISO 9001:2008
- ITSM 20000
- ISO 22301:2012





OUTBOUND CALL CENTER SERVICES

- Appointment Scheduling
- Information Verification
- Soft Lead Generation
- Customer Survey
- Telemarketing
- Third Party Verification



INBOUND CALL CENTER SERVICES

- Customer Support
- Technical Help Desk
- Inquiry Handling
- Call Answering
- Toll Free Services
- Product Information Request



WEB ENABLED SERVICES

- Order Taking
- Billing Queries
- Email Support
- Chat Support
- Market Research
- Product Promotion

Opportunity Identification

- Evaluate Capabilities
- Cultural Fit



Solution Identification

- Process Assessment
- Migration Strategy



Process Transition

- Seamless Migration
- Operating Model



Service Delivery

- Monitor Results
- Continuous Focus



Customer Satisfaction

- Customer Scorecard
- VOC



STEP BY STEP **RIGOROUS PROCESS**

A customer care helpline for a Fortune 500 oil and gas company

The client, a fortune 500 oil and gas company with millions of consumers wanted to set up a customer care helpline for its customers across India. Cyfuture helped the client set-up a round-the-week functional, pan-Indiacustomer care center to provide uninterrupted services. To provide localized services five regional customer care centers, one each for north, east, and west and two for southern Indiawith a total strength of 400 plus customer care executives was set-up. This helped in delivering personalized services to customers and also addressedregional language barrier issues. The contact center services provided by Cyfuture helped the client deliver better services to its consumers, reduced the number of consumer complaints and ensured lakhs of satisfied customers for the client.

Increased customer acquisition and business growth for an online B2B Marketplace

The client was facing issues reaching out to its intended target audience and generating necessary leads for its sales team. The client needed a specialized business partner that could help them reach out to its target audience, generate high volume leads and also reduce the long sales cycle. Cyfuture delivered an end-to-end BPO solution to the client that included generating potential leads with effective telemarketing, an advanced customer relationship management tool and closing sales on behalf of the client with an online payment platform. The solution provided by Cyfuture helped the client register significant business growth and achieve high profitability in its business.





Tier III Data Centers ensure 99.95 uptime



State-of-the-art infrastructure and technologies



Enhanced security tools to protect your sensitive data



Competitive Pricing to deliver the best returns on your investment



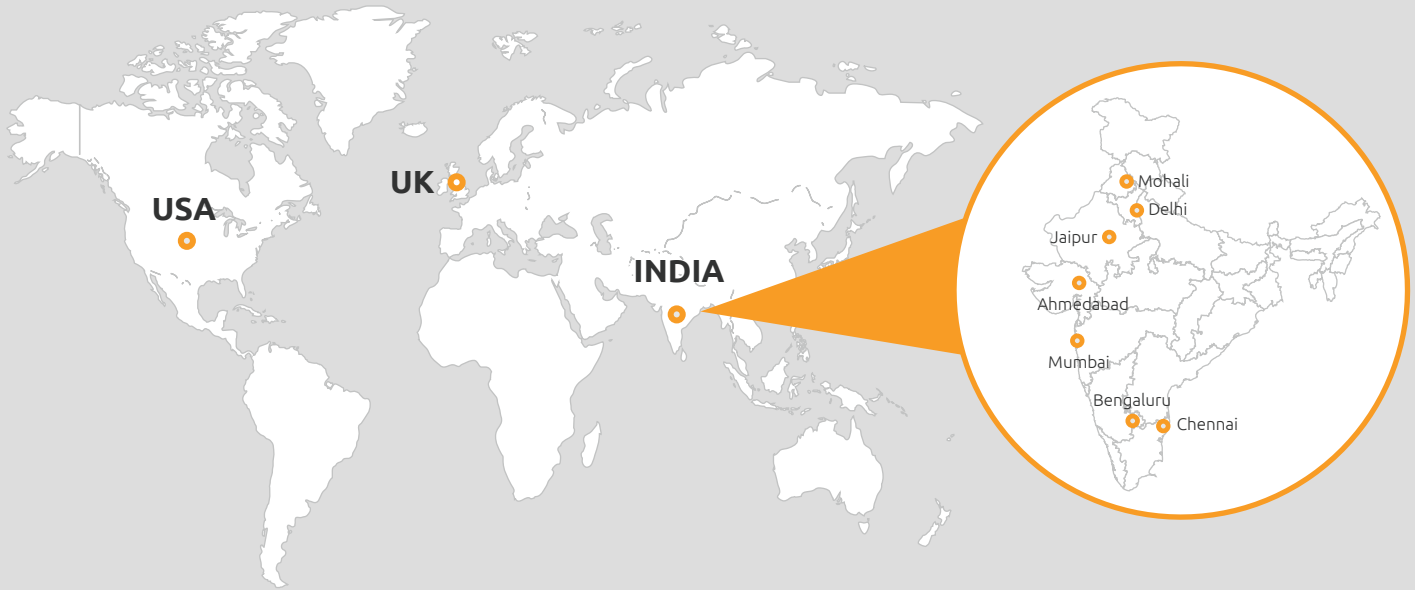
Round-the-clock technical support services



Professional and qualified workforce

AWARDS AND RECOGNITIONS





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