

A photograph of a diverse group of call center agents in a modern office setting. They are wearing headsets and looking towards the right. A woman in a white blazer is standing and talking to a seated agent. The background is bright and airy with large windows.

# Loyalty inspired through exceptional Customer Care with custom-made solutions

## About Premier BPO:

A private US enterprise, operational since 2003, we create a perfect blend of technology and manpower. Having vast experience with the Fortune 500 companies, while delivering 24/7 operational capabilities, we hold a dedicated clientele. We empower business continuity with our remote-ready infrastructure, which also enables disaster recovery for your company's assured success.

With our Contact Centre Services, we enable your vital functions to run smoothly and maintain quality through continuous evaluation and improvement. Providing customized solutions with free-limited consultancy, we provide omnichannel support with quality assurance. Our services are PCI compliant and ISO certified. We also provide Technical support and Service Desk solutions to serve all your clients in the friendliest and most effective manner possible.



## Contact Center Services:

- › Inbound/Outbound Calls
- › Omnichannel support for customized solutions
- › Telemarketing/Sales support
- › Lead Generation and marketing campaigns
- › 24/7 help desk and tech support
- › Customer feedback analysis
- › CSAT and FCR support
- › Web abandonment prevention
- › Appointment setting, order taking, and verification
- › Disaster management and emergency response
- › Multi-lingual live chat support
- › QA and CRM support
- › Troubleshooting, diagnostics, and navigation support

## Premier BPO's Customer Care Services:

Our prime focus being customer satisfaction, we host a contact center culture that enables customer empowerment which naturally generates customer advocacy. Creating a harmony of human interaction with applied automation, we customize solutions to your particular needs. Providing extensive sales support, we boost your revenue and deliver to meet all your expectations. assured success.

### Robert Woods

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