

OUTSOURCED CONTACT CENTRE

**Inbound & Outbound Call Services
Database development & customization**

By:

Shahrukh Moghal
Director
shahrukh@contactskills.com
+60123278240

[Inbound Call Management](#)
[Outbound Call Management](#)
[Consultancy Services](#)
[Training Services](#)
[Our Competitive Advantage](#)
[Client logos](#)

Inbound Call Management – Customer Care Hotline Services

Customer satisfaction and retention is of crucial importance in the modern world. Personalized attention, fast response times and a top-notch customer service is an essential element to achieve this goal.

Our contact centre at Petaling Jaya, Malaysia, can give your organization the possibility to offer your customers the option to contact your business in case of any question – pre-sales or after-sales - by providing a local telephone number and service in their own language. Whether it is a question of providing information to a customer or responding to their problems, we are able a high level of service to your customers that differentiates you from your competitors, reinforces your brand image, and strengthens the bond that you have with your customers.

We provide personalized solution options that fit your needs. Our support representatives receive a training adapted to your company’s requirements, in order to fully understand your vision, follow your company mission and adopt your company’s identity. Combined with our highly specialized soft skills training, this will make sure that your customers will receive the special attention that they deserve.

The integration of a relationship marketing approach enables you to enrich every interaction that you have with your customers.

This requires the deployment of significant resources and we can assist your business in any of the following areas:



Outbound Call Management – Reaching out to your customers

Outbound contact centre capabilities continue to be heavily in demand in 2010 as companies search for advanced capabilities to reach their audiences at the right time for business processes that are critical to revenue goals, such as collections and sales.

Since our official opening in year 2000, many organizations have been turning to us for these outbound capabilities due to the depth and breadth of our service offerings, in addition to our reputation in the market.

More organizations are looking to increase the effectiveness and productivity of their outbound contact centre processes, and we are able to provide all the capabilities these organizations need to improve their outbound campaigns.

Our leadership in the outbound market offers a strong proof point that organizations are turning to Telemarketing Services for innovative solutions, our reliability, scalability, reputation, and ultimately our ability to help improve their business results.



Our core value proposition and expertise in business transformation consulting includes:

Providing end-to-end **Customer Relationship Management, Customer Experience Management, Customer Service Management and Contact Centre Management** solutions to achieve service operational efficiencies aligned to business strategies;

Undertake Performance Assessment on all service touchpoints, and for contact centres to define performance gaps and end-to-end solutions;

Business Process Redesign, using 'Six Sigma' Methodology and cross functional improvement teams;

Development of **customer-oriented improvements Strategies** using change management programs / initiatives;

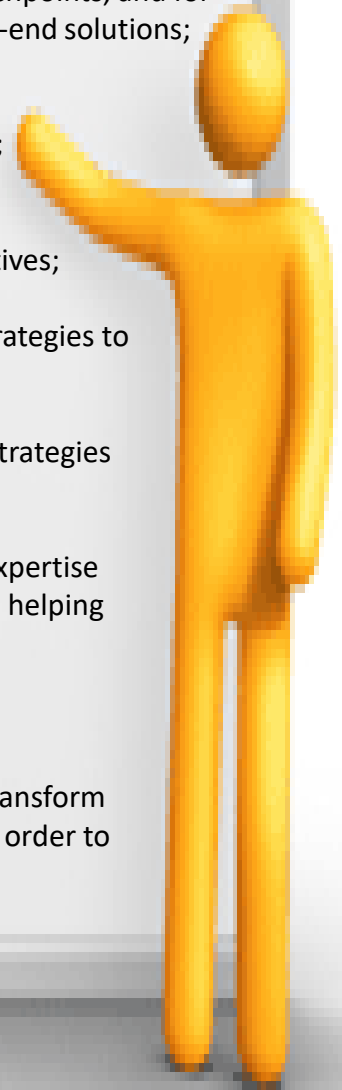
Development of **Human Performance Improvement** strategies to align human capabilities and resources effectively;

Multi-media **Contact Centre & Channel Management** strategies and full operational set up and implementation;

The depth of our strength is built against our areas of expertise in having the methodology and industry track record in helping our client to:

Understand and manage customer experience

Undertake cross-functional process improvements to transform organisations towards a customer centric framework in order to deliver a total delightful experience.



Training Services

“Training and People Development” for the service and support industry:

Our competency-based, interactive courses provide the specific knowledge and skill to assist organisations maintain a competitive edge in today’s market. The courses are available via on-site instructor-led, public events and train-the-trainer programmes.

CONTACT CENTRE MANAGEMENT	TOTAL QUALITY MANAGEMENT
<ul style="list-style-type: none">• Effective Tele-Service Skills• Essential Tele-Sales• Advanced Tele-Sales Skills• Contact Centre Management• Performance coaching• Managing & Improving Contact Centre Productivity	<ul style="list-style-type: none">• Implementing a successful Total Service Quality Program using Six Sigma• Six Sigma Facilitators Workshop• Cross Functional Process Improvement Methodology• Pan-Do-Check-Act Workshop
CUSTOMER RELATIONSHIP MANAGEMENT SERIES	GENERAL LEADERSHIP & MANAGEMENT SERIES
<ul style="list-style-type: none">• Implementing Customer Relationship Management (CRM)• Creating a “Branded Customer Experience”• Frontline Customer Service Training• Customer Complaint Handling & Service Recovery	<ul style="list-style-type: none">• Leading People and Team• Developing an effective Human Performance Improvement Programme• Making an Impactful Management & Business Presentation• Effective skills of influencing• Effective interviewing and hiring skills• Creative Problem Solving and Decision Making skills

Our Clients – Call centre training & BPO

1. **HSBC Bank Malaysia Berhad** – Branch training of financial products TELESALERS, HP, Credit card
2. **HSBC Bank Malaysia Berhad** – CRM training for the Business Banking Team – March 2012
3. **Maybank Group Contact Centre** – Outbound Telemarketing Skills (Insurance products)
4. **Hong Leong Group Call Centre** – HP, Credit card, Assurance and Customer Service
5. **The Bank of Nova Scotia Berhad Call Centre** - Branch training of financial products sales
6. **Malaysia National Insurance** – Sales training for a Child Education plan
7. **Eon Bank Berhad Call Centre** – Debt collection skills for credit card, housing loan, hire purchase
8. **AmAssurance** – Setting up a new Telemarketing Unit
9. **RHB Bank Call Centre**– Outbound Telemarketing Training Mortgage
10. **OCBC Bank (Malaysia) Berhad** – Outbound Telemarketing Skills for transactional banking
11. **Jabatan Kesihatan Wilayah** - Counter Customer Service Skills – by resource trainer
12. **Bank Rakyat Call Centre** – Telesales and Service training
13. **Honda Malaysia Sdn. Bhd.** – Call Centre Customer Service and Database update outsourcing
14. **Etiqa Insurance Berhad** – Brand Delivery training campaign
15. **Legend Hotel** – Time Share appointment and Customer Service training
16. **Palace of the Golden Horses** - Time Share appointment setting and Customer Service
17. **SP Setia** – Outbound telemarketing skills
18. **Bonuslink Call Centre** – Outbound Telemarketing Skills & Inbound Customer Service
19. **Boustead Development** – Property Sales and Appointment Setting training
20. **Bumiputra Commerce Bank Berhad Call Centre** –Phone Banking sales
21. **New Straits Times**– Classified Ads–Call Centre & Face to face service
22. **Utusan Melayu**– Classified Advertising–Outbound Telemarketing and recruitment
23. **Malaysian Oxygen Berhad Call Centre** – Industrial Products sales and Service
24. **British American Tobacco** – Effective Communication and Selling Skills (**Kent**)
25. **Telekom Publications Sdn. Bhd. Call Centre** – Appointment setting Skills for Yellow Pages
26. **Malaysia Airlines Golden Boutiques** – Buy n Fly card telesales training
27. **MNI Online Call Centre** – Telesales and Teleservice training
28. **Zuellig Pharma Call Centre** - Customer Service Training
29. **IBI Holdings Berhad Call Centre** –Telesales of remanufactured toner cartridges
30. **ITI Otago Polytechnic New Zealand** – New student registration sales training
31. **Knowledge Group of Companies Call Centre**– Telesales training and motivation
32. **Elken Sdn Bhd** – Counter Service / Effective Communication and Customer Service
33. **Alterni (M) Sdn. Bhd. Call Centre** – Herbal products sales
34. **Vsource (M) Sdn. Bhd.** – Outbound Telemarketing Training for this Outsourced Call Centre
35. **EDS MSC Malaysia Sdn. Bhd.** – Call Centre Tele-Service and Handling Complaints
36. **CSC Malaysia Berhad** – Ensuring contact centre success
37. **Mitsubishi Motors** – Call Centre Customer Service Skills and Team Leadership Skills
38. **Media Prima Berhad** – Inbound and outbound call centre services