



**AVANTCORE**  
GLOBAL SOLUTIONS PVT LTD  
**BUSINESS PROCESS OUTSOURCING  
& CONSULTING SOLUTIONS**

[WWW.AVANTCOREGLOBAISOLUTIONS.COM](http://WWW.AVANTCOREGLOBAISOLUTIONS.COM)

CALL CENTER SOLUTIONS THAT ARE SIMPLE BUT SIGNIFICANT!  
**INBOUND, OUTBOUND, BACK OFFICE & NON VOICE SOLUTIONS**

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# RELAX. WE GOT THIS.

**We've got your back.** We are the strategic partner you've been waiting for and we're here to make sure you remain competitive and differentiate yourself in an increasingly competitive landscape. We're here to improve your business and quality of life. While other companies may be content to sit back and perform the traditional tasks of call centers, the multiple teams at AGS consistently deliver cost-effective outsourcing solutions that get big results. As the nation's leader in integrated customer service & call handling solutions, we simply provide more... a lot more! So, when you're ready, we're here. And we're with you all the way.

## More Control

With AGS, you're the boss. Our team of industry veterans are ready to collaborate and customize solutions that work for your business and only your business. No cookie cutter approaches here. You're in control. You call the shots. We'll do the rest.

## More Freedom

We work with you to create a strategic partnership – a partnership that results in our specialists operating is a true extension of your business. Knowing your customers are in good hands, you'll have more freedom to do the things you really need and want to do.

**RELY ON THE EXPERTS, AND SAVE TIME, COSTS AND RESOURCES, WITH AGS BUSINESS PROCESS OUTSOURCING SERVICES AND SOLUTIONS!**

## Solutions in Action

Multi-Channel Contact Center  
 Inbound Call Center  
 Outbound Call Center  
 24 Hour Call Center  
 Bilingual Call Center  
 (English/Spanish/French/Japanese/German)

## More Time Back

Your time is valuable and should be spent on growing your business and doing the things you love. Let AGS take the calls, manage the leads, handle logistics and so much more. Relax, we got this.

## More Revenue

Imagine your own customer service team at a fraction of the cost. No missed calls. No lost leads. Amazing customer service for your clients each and every time. thriving, professional brand with more money in your pocket!

AGS solutions and service offerings cut across key industry verticals. We have the capability to customize our product and service offerings to suit the specific needs of customers and provide an integrated solution for diverse and geographically split processes. We have both In house and partner center solutions, depending upon capability and size of the business.

## Solutions by Business Need

IT Outsourcing  
 Finance and Accounting (F&A) BPO Services  
 Back Office BPO Services  
 Call Center Outsourcing Services  
 Healthcare BPO Services  
 eCommerce Support Services  
 Corporate Training and Development

**Staff Augmentation - Shared Business Process outsourcing and Management Solution:** "Shared" is defined as services in which a pool of agents answer calls for 1-3 clients, Ideal for small sized business looking for 2-4 agents with fixed window of support voice and non voice, Monday to Friday with dedicated TFN allocated by AGS or Client TFN pointed towards our TFN or or support tools provided by the client.

**Staff Augmentation - Dedicated Business Process outsourcing and Management Solution:** This type of service involves a dedicated group of agents that handle Voice and Non Voice communications, exclusively for one client. Dedicated Services are ideal for multi tasking process or when volume is significant and predictable.

**Managed / Captive Business Process Managed Solution: Managed/Captive :** Our Managed Services model, the client gives both risk and responsibility to the service supplier, who has to manage the holistic operation including tools ,processes & governance. The Managed Services model is often attractive to organisations who as the pricing structure is based on regular monthly billing with guaranteed service levels, quality and throughput. This greatly reduces volatility in costs, thereby enabling more stable budgetary planning. A large or few business verticals can be outsourced.

#### **VIRTUAL OFFSHORE CAPTIVE CENTRE (VOCC) for Business Continuity Planning :**

**1. Remote Agent/ Home Solutions** The Technology Call centre cloud solutions have changed the game in lots of areas and BCP is another one to add to the list as its the core enabler to having home-based/remote call centre agents.

2. AGS as a backup site assuming a disaster scenario, that may be difficult. of course, it's not always a disaster you need to be concerned about. your building may be inaccessible or non-operational for numerous reasons like a power outage, nearby car accident, gas leak etc. so having some capacity on offshore location will enable you to divert your calls to our location and continue to take calls. AGS backup site doesn't need to be the same size as your existing centre either. you may just want a small number of seats to handle emergency calls only or to take messages until things are back to normal.

Use us as a back up site as a permanent bcp solution where you can lease call centre seats that are ready to go should you ever need them when your centre is unavailable. Solutions can be roughly split into:

**Hot** – just like having another workstation at your call centre. everything ready and configured to go – the call centre agents arrive, log in and start taking calls.

**Warm** – the outsourcer has a group of seats available for bcp but those seats can be shared between other businesses. in the event you need them, there can be a configuration time required before you can use them. this could be anywhere from 5 minutes to several hours.

**Cold** – just the seats only. the cheapest solution but requires the longest time to get them up and running.

## PORTFOLIO OF SERVICES

AGS OFFERS AN INTEGRATED PORTFOLIO OF SERVICES TO DRIVE OVERALL PERFORMANCE IMPROVEMENT

### Contact Center Services

Complaint Management  
Retention programs  
Debt Collection  
Data Validation  
Dispute Management  
After Sales Support  
Live Chat Support  
Order Management Processing  
Claims Processing Services  
Appointment Setting  
After-hours support  
Payment Processing  
IT Help Desk services  
Inbound Sales

### Business Transformation Services

Process Consulting  
Business Solutions  
Platform Development

### Digital Services

Website Development and Design  
Social Media Support & Monitoring  
Application Development & Maintenance

### Quality Assurance

Quality Monitoring Speech Analytics  
Customer Surveys  
Customer experience consultation & Training  
Quality Assurance Management  
Quality Assurance Consultations & Training  
Operational consulting

### Workforce Management

Forecasting of workload and required staff  
Integration of employees into the scheduling process  
Management of working times and accounts  
Analysis and monitoring of the entire process.

### Call Center Services

Debt Collection Services (All Stages)  
Lead Generation / Qualification  
Polls and Surveys  
Product Testing and Evaluation  
CSAT Surveys  
Appointment Scheduling  
Direct Mail Follow-up  
Up Sell / Cross Sell Campaigns.

### IT and Help Desk Services

Level 1 - Consumer Support  
Level 2 - Technical Support

### Corporate Training Solutions

Corporate Training Services  
Train the Trainer Certification Programs  
Leadership Training Programs  
Learning technology services

### Finance & Accounting

Accounts Payable/Receivable Processing  
Assets / Equipment Ledgers  
Bank Reconciliation  
Billings  
Book Keeping  
Financial Analysis  
Financial Reporting  
Financial Statements  
General Ledger Maintenance  
Loan Processing Services  
Payroll Processing

### Finance & Accounting

Date Entry, Verification & Validation  
Advanced analytics  
Dashboards and visualization  
Business Research  
Queries  
Reporting  
Marketing analytics  
Database marketing

## PROFESSIONAL SERVICES

Benchmarking Services  
Business Intelligence & Analytics Services  
Business Process Management Services  
Customer Experience Management  
Data Visualization Services

High Risk, Low Risk Merchant Solutions  
Offshore Merchant Solutions  
Chargeback Management  
Aggregator Solutions

Employee Engagement & Rewards Programs  
Customer Retention and Loyalty Rewards Programs  
Call Center Upsell and Cross Sell Programs

We hear you.  
We're here for you.

All your service concerns in one place.



**We look forward to hearing from you!**

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**At AGS we build relationships and not Links!**

