



Tech Point BPO

Company Profile

Tech Point BPO

Probal Tower (Level-5);
45 Probal Housing, Ring Rd, Dhaka 1207
www.techpointbpo.com
support@techpointbpo.com
01400 100 010



Founder Profile:

He has been with the Telecom industry IT industry for 19 years and have gained broad experience in customer service & Call Center Support. He has comprehensive knowledge and a very good understanding of customer service and call center process. Managed very big time with 500+ team members. He has worked as an interface from business & technology in both side. As a result combined knowledge of Business process & Technology is the key competence. He has managed customer service operation, process improvement team, complaint management team, sales commission for retail channel, application support and IT system & tool (CRM, ERP, Paperless office tool, Trouble ticketing, Insight Management team, Dashboard deployment.) He is self-motivated and confident to handle large volume mass customer service operation and customer focused business advancement. Natural ability as a team player, coach and mentor for people & organizational development.



High-level achievements in MNC Telecom, Technology/IT and Device sector with proven leadership capacity and subject matter expertise in service, operation, system development, strategy and policy. Keen interest in business process improvement through trend analysis, sales/service tracking, dashboard reporting, automation & new integration.

Current Profession:

Voice Wizard Ltd. Director.

Unit F1, 129 Mile End Road, London, England,
E1 4BG

Cell: (020) 3770 7848

Web: www.voicewizard.co.uk

Tech Point BPO Founder & CEO

Probal Tower, 45 Probal Housing, Ring Rd,
Dhaka 1207

Cell: +88 01400 100 010

Web: www.techpointbpo.com

RabyIT Managing Partner

123 King St, London, ON, Canada, Ontario

Cell: +1 226-705-0855

Web: www.rabyIT.com

Experience:

1. Former **Head of Customer Service AKIJ Group**
2. Former **Head of Customer Experience Edison Group, SYMPHONY Mobile.**
3. Former Department Head, Telemarketing **Legato Services LTD**
4. Former Manager, Customer Service- **NOKIA Care.**
5. Former Executive, Customer Service- **CITYCELL**

Education:

Graduation : East West University

HSC : Khulna MM City Collage

SSC : Khulna Zilla School



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Introduction

It is the mission of **Tech Point BPO** to provide clients with top quality call center services 24 hours-a-day. A service that provides our clients with the greatest chance of communicating with their end customers. We do B2B and B2C services including both inbound, outbound calls, Data entry along with other BPO services. We have a dedicated and well-trained cadre of customer support specialists who are able to consistently provide excellent services delivered in a timely and cost-effective manner.

Whatever a client's customer relations goals are: quantifying sales leads, taking orders, responding to ad inquiries, market research, or general information requests, **Tech Point BPO** has the people with the expertise to professionally service those needs.

At **Tech Point BPO**, we offer information Technology Services, Business Process Outsourcing Solutions, Consultancy Services and Customer Service & Support, along with other mainstream Services. Our highly competent industry expertise and well cultivated offshore liaison(s) allow us to remain committed to Providing maximum value, high quality and low-cost Business Processing and IT services to our prospective clients

Since our inception in the year 2018 we provide a full range of Outsourcing Services, IT Services and Solutions to businesses and industry leaders, both large and small. We offer the best solutions across every department in your organization. Our Business Process Outsourcing portfolio includes end-to-end solutions. We have it all in our portfolio, served in a customer friendly and customized manner.

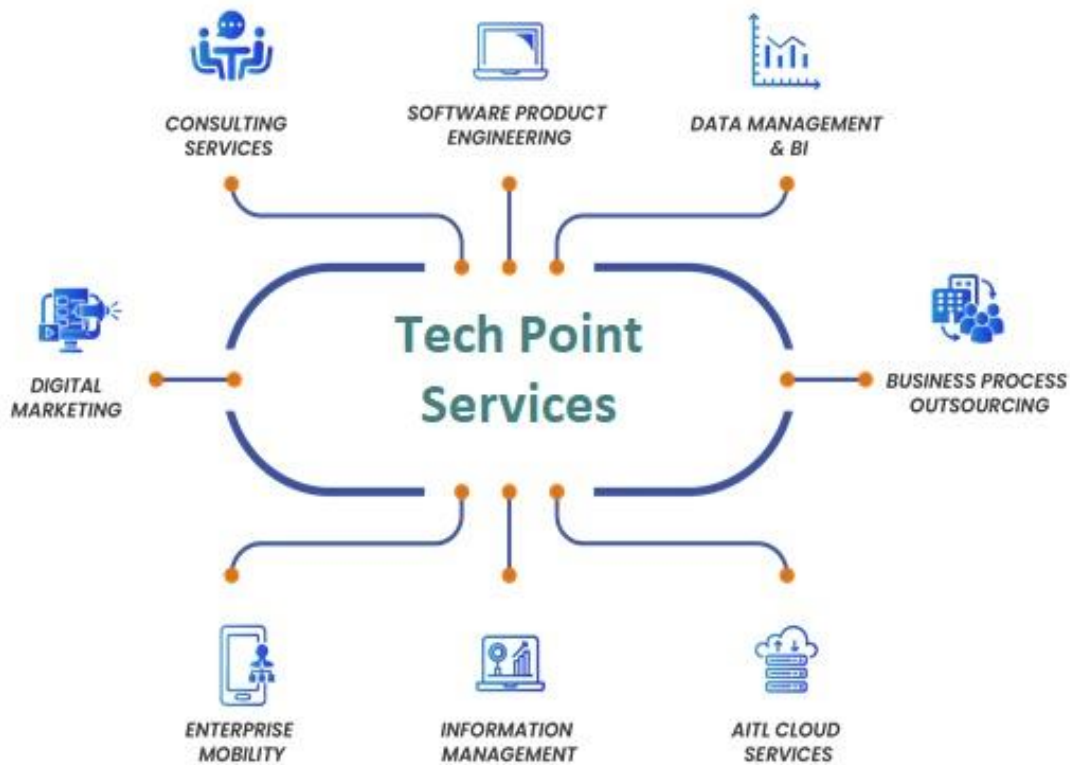
- An extensive experience that was acquired through **5 years** of engagement in ICT industry
- We are among the contributors who shape tomorrow's technology standards in Bangladesh
- We have in-depth understanding of business needs and ICT challenges which affecting our clients
- We are providing cost-effective and perfectly tailored solutions, that take into our client's wider business requirements
- Our focus is to provide sustainable and strategic ICT solutions in timely and flexible way
- We have expertise in both Microsoft and Open-source technologies
- We bring a unique combination of technology advance and comfort solution



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Services:



Strength:

	Competitive Advantage		Increase Productivity
	Cost Effectiveness		Archived & Secured Data
	Single Point Communication		24/7 Service
	Data Management for decision making		Covers All Communication tool
	Inbound & Outbound		Integration possible with any Business Unit



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Offered Service:

CALL CENTER

- Inbound and Outbound Support
- Customer Help Desk
- Remote and On-Site Support
- Live Chat, SMS and Email Support
- Customer Relationship Management
- Complain Management
- Survey Campaign
- Social Media Management
- Data Entry

BUSINESS APPLICATION

- ERP
- Secondary Sales Solution
- Mobile Apps
- Point of Sales (POS)
- Website design & development
- Industrial Automation

BACK-OFFICE SUPPORT

- Software Development
- IVR Services
- Infrastructure Management
- Document Management
- Data Mining
- Database Builds
- Data Harvesting
- Direct Mail Campaign Alerts
- Recruitment and Selection
- Performance Management

MANANEGED IT SERVICE

- Email and cloud collaboration tools
- Managed Network Service
- Hardware-related support
- Information Security & backup service
- Business continuity and disaster recovery
- Hybrid IT & Cloud Services

Call Center Technology:

Feature Highlights

- Automatic call distribution
- Time based IVR
- CTI with E1, PSTN, & IP
- Agent on multiple skills
- Screen popup
- IP based Soft-Phone
- Interactive dashboard
- Voice logger
- Caller priority
- Voice Logger
- Live Call Listening
- Dashboard
- Remote/network data
- backup
- Whisper to Agent

Supervisor Feature

- Multiple supervisors
- Live call and listening
- Monitor skills, running calls
- Talk to agent
- Monitor agents
- Wisher to agent
- Access on voice Log
- Real time statistics
- Access on CDR
- View reports
- Access on interactive dashboard
- Live call monitoring



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Our Partners:

