

TRUST GLOBAL Communications TRUSTED DATA PROCESSING COMPANY

About Us...

Trust Global Communications is a BPO International Call center and ICT service exporter Company in the Chattogram Software Technology Park, Agrabad commercial Area, Chittagong, Bangladesh. In 2017, we started our journey. Our BPO outsourcing and ICT services experts are among the best in the industry. We'll make certain to provide dependable and high-quality services for inbound and outbound voice and non-voice projects. We are dedicated to offering Voice services to USA, UK, AUS, and CAD. Data input, data processing, data conversion, web research, web scraping, document digitalization, OCR conversion, and other non-voice projects are also available.

Our focus

Our team is committed to delivering services that are completely accurate. We ensure that we thoroughly comprehend the client's expectations in order to offer the desired result.



OUR MISSION

By drastically reducing resource exploitation for customer happiness, Trust Global Communications ensures efficiency and competency while delivering quantifiable results.

Our company's objective is to improve communications in order to fulfill its primary role of serving as a medium for communication between clients.



OUR VISION

To raise our clients to the top competitive spot in the market for their sustainable growth to surpass theirs as well as our own goals and maintaining that fruitful and hearty relationships with the clients which makes our services one of the best in the world.



WHAT WE OFFER

We have a trained team at Trust Global Communications, and we maintain a high level of secrecy. We have qualified human resources to work as Call Center agents, who are taught by an expert trainer with relevant industry expertise. Our agents are trained to manage inbound calls from customers in order to provide them with the service they expect, as well as to handle high volumes of calls with a faster customer to company response time (FCR) or First Call Resolution. We ensure that our customers receive high-quality service and that there are no gaps in our customer service.

What we do

Our Call Center solutions are customized to meet up your specifications and ensure better satisfaction. We are staffed by experienced and professional customer care representatives, expert management, Outbound and inbound telemarketing professionals especially meant for smooth functioning of all operations. Our solutions are customized to meet up your specifications and ensure better satisfaction for excellent service.



Why Trust Global Communications

Years of experience have strengthened our work ethic, and our market services are always in demand since Trust Global Communications works in this field with cutting-edge technology. We have experience in the field of information and communication technologies. Regardless matter the method—from telephone and email customer service to instant messaging, product cross-selling, and more—our exceptional Call Center Agents and supportive management team are dedicated to providing outstanding, time-sensitive service to our clients.

Our Services

Voice Process
Non-Voice Process
Chat Process
Data Processing
Digital Media Marketing
Multimedia Marketing
IT Technical Services



Voice Projects

Inbound

Enquiry support

E-Commerce

Bank

Health care service

Event Hot Line Service

Outbound

Telecom

Bank

Health Survey

Appointment setting

Lead Generation

Data Validation

Inbound Services

- Inbound Customer Support
- ❖ 24/7 or Overflow Call Centre
- Order Processing
- ❖ Marketing Support:
- ❖ New Customer Acquisition
- * Technical Support:
- * Helpdesk:
- Helpdesk
- ❖ Bilingual Agents
- ❖ Home-Based Agents
- ❖ Disaster Recovery

Outbound Services

- ☐ Lead Generation
- □ Appointment Setting
- ☐ Market Research
- ☐ Fundraising
- ☐ Sales
- ☐ Surveys
- □ Collections



Chat Process Services

- Text Customer Support
- E-mail Customer Support
- · Live Chat
 - □Informational & Answering
 - □ Sales
 - ☐ Customer Services



Non Voice Projects

☐ Back office Processing

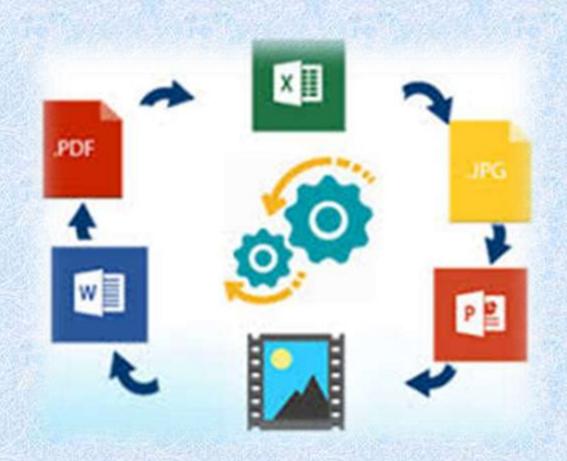
- Transcription
- Data Cleansing
- Online Research
- Image Data Entry
- Product Data Entry
- Manual Data Entry
- Form Processing
- Document Formatting
- Data Conversion
- ☐ Subtitling and Transmission
- □ Transcription
 - Competitive pricing
 - High level of accuracy
 - Variety of languages and dialects
 - On time delivery
 - Security and confidentiality
 - Transition to text from any format

Features

- ☐ Data Processing Services
 - Form Processing Services
 - Insurance Claims Processing Services
 - Data Enrichment
- ☐ Data Management Services
 - Document Management
 - Data Management

DATA PROCESSING SERVICES

- Image processing
- Word processing
- Insurance claim processing
- Forms processing
- Survey data processing



DATA CONVERSION SERVICES

XML conversion
HTML, XHTML conversion
PDF conversion
Word. Doc, RTF conversion
XLS, CSV conversion

eBook conversion E-Pub conversion

Image conversion

☐ Handwrit	ing Projects	s (Cursive)	
 Census – Gene Data Entry Printed- Big, S Ancestry Base 	mall Project	ficate	
☐ Audio cas	t/Webinar/A	udio Podcast	
□ Music Kar	aoke		
☐ Audio Tra	nscript – Tex		
	English to En	nglish	
☐ Translation	n-		
	PDF to Text	Convert with 100% accuracy	
□ Russia			
	Census (Birtl	h, Marriage, and Death Certificate)	
□ Russian Cl			
	Read and Write		
	Typing Speed	- 30 WPM	
☐ Census Ha	andwriting		
	Difficult (Blui	r Image)	
	Languages – Based on keyword knowledge.		
	According To the client's Requirements		
	• French	• German	
	• Denmark	• English	
		• Dutch	

Other Services

- **Digital Media Marketing**: Amazon, Netflix & 24/7 Media Photo & Video uploading projects & subtitling projects.
- **Social Media Marketing**: LinkedIn, Facebook, Instagram & Twitter marketing.
- IT Service: We provide Back-office IT Service to different IT Companies.

SCANNING & INDEXING SERVICES

- ➤ OCR/ICR conversion
- Document indexing service
- Document scanning service

WEB RESEARCH SERVICES

- Data mining
- Web data extraction
- Data cleansing

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