



**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
- Image conversion
- eBook conversion
- E-Pub conversion

## ❑ Handwriting Projects (Cursive)

- Census – Genealogy
- Data Entry
- Printed- Big, Small Project
- Ancestry Base
  - > Birth Certificate
  - > Death Certificate
  - > Marriage Certificate

## ❑ Audio cast/Webinar/Audio Podcast

## ❑ Music Karaoke

## ❑ Audio Transcript – Text

English to English

## ❑ Translation-

PDF to Text Convert with 100% accuracy

## ❑ Russia

Census (Birth, Marriage, and Death Certificate)

## ❑ Russian Characters

Read and Write

Typing Speed – 30 WPM

## ❑ Census Handwriting

Difficult (Blur 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

# Address

- ▶ **Dhaka Office:**
- ▶ **House #253, Road #03**
- ▶ **Avenue #03, Mirpur DOHS, Dhaka, Bangladesh.**
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A close-up photograph of a wooden surface. In the upper right, a piece of corrugated cardboard is visible, showing its characteristic wavy pattern. Below it, a small, rectangular, brown card is placed on the wood. The card has the words "THANK YOU" printed in a black, serif, all-caps font. The wood grain is clearly visible, running diagonally across the frame.

THANK YOU