

PHOENIX SOLUTION

COMPANY PROFILE

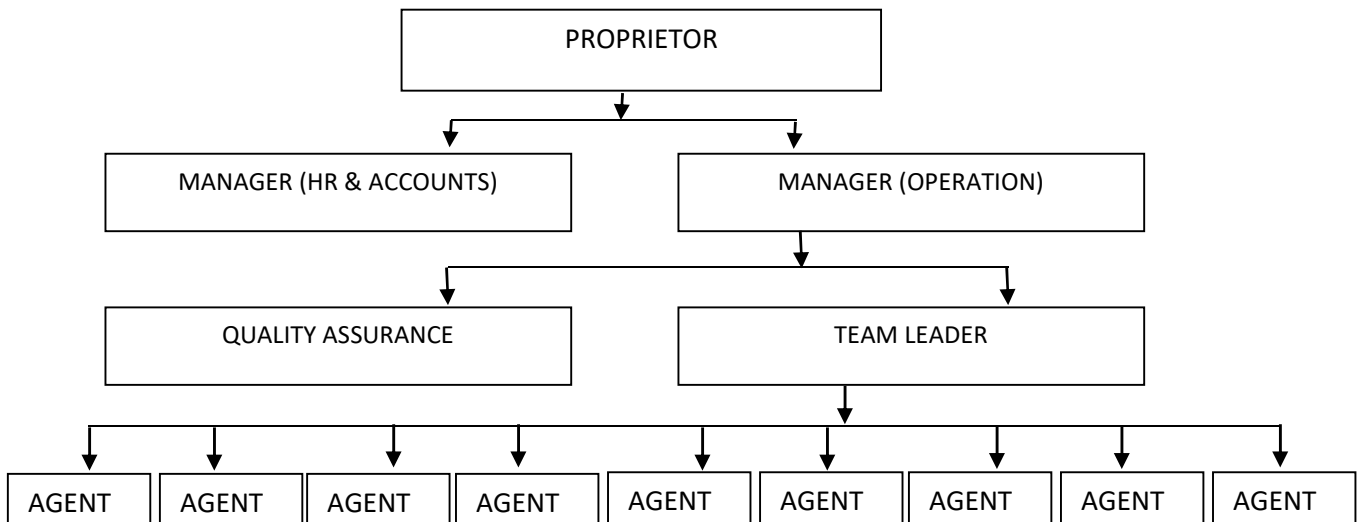
ABOUT US

Phoenix Solutions provides full-service Inbound, Outbound and Business Process Outsourcing (BPO) Call Center Services. We have broad experience providing successful customer engagement solutions for companies of all sizes ranging from the Fortune 100 to fast growth entrepreneurial organizations. Our core specialization lies in our ability to develop a high quality work-force that uses state of the art technology to develop customized contact center solutions for clients across a wide variety of industries.

Today, our delivery centers in Bangladesh offer outsourced services. Our facilities offer a management team that is onsite and available around-the-clock, fully redundant voice, data linkages to the world, enterprise-grade network infrastructure, uninterruptible power solutions, and all the features of any other provider without lofty cost structures.

Additionally, we provide end-to-end customer management solutions, which include a variety of call center, back-office, virtual assistant, and digital marketing services. By managing services on their behalf, we assist organizations in providing outstanding client experiences, enhancing customer loyalty, generating incremental revenue growth, maximizing operational and organizational efficiency, and reducing operating expenses.

HUMAN RESOURCES WITH ORGANOGRAM CHART



INFRASTRUCTURE

We have 25 seats with full equipment (such as computers, headphones and related devices) support as well as with proper furniture and fixtures. But currently we are operating our business by using 10 seats.

Address: TA-134/A, Flat- 5/A, Boishakhi Sarani, Middle Badda, Dhaka- 1212

Phone: +88 01875493713, +88 01762161545

Website: www.phoenixsolutionsbpo.com, email: operation.phoenixsolutions@gmail.com

PHOENIX SOLUTION

WHO CHOOSE US?

For more than eight years, we have been a player in the telemarketing and BPO sectors. Our customer service experts have received extensive training to handle both incoming and outgoing calls, including live chat assistance to help your consumers. In addition, we've hired innumerable professionals to serve as virtual assistants for businesses, offering back-office solutions. The management we use and the arduous labor of our personnel, who are prepared to expand your company to new heights, have helped us earn our reputation.

OUR SERVICES

Customer Support

As we work to make this as adaptable as possible, we provide all forms of customer support. Any medium that you may choose to select will be supported by our team of professionals for your customers.

- Phone Support
- Chat Support
- Email Support
- Technical Support

Telemarketing & Sales

We prepare and put teams of professionals on call to attentively and politely handle inbound sales calls from clients looking for products or services.

- Outbound Telemarketing
- Inbound Telemarketing

Live Lead Generation

We have experienced employees who know how to start a conversation and make clients interested in specific services and transfer the clients to your companies' underwriter to do the further process.

- MCA Live Lead
- Solar Live Lead

Virtual Assistants

Every virtual assistant on our staff has undergone extensive training and testing to reach unimaginable levels of professionalism. To free up your time for more pressing issues, assign qualified virtual assistants to the tasks you find tedious and repetitious. Hire virtual assistants right away to enjoy unprecedented professionalism and flexibility.

- Virtual Administrative Assistant
- Digital Marketing VA
- Real Estate Virtual Assistants
- Content Writing Assistant
- Data Entry Virtual Assistant
- Email Management & Marketing
- Virtual Assistant for ecommerce Store

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Web Design & Development

We provide the most comprehensive services for enterprises of all types, thanks to a team of educated customer service professionals. Services for specialized web design and development!

With the help of our talented web development team, we design and develop exceptional websites that captivate visitors and effectively deliver your message.

- Web Design/ UI-UX Design
- Web Development
- APP Design & Development
- Bug Fixing

MCA Lead

We prepare and put teams of professionals on call to attentively and politely handle outbound sales calls to clients who might be looking for the products or services.

Solar Lead

We prepare and put teams of professionals on call to attentively and politely handle outbound sales calls to clients who might be looking for the solar energy products, systems and services.

Real State Lead Generation

We also offer high-quality experience and leadership in the Real State industry, with excellent leads in your targeted areas.

All kinds of Real State Leads!

Do you require additional management of your leads? The solution! We can make cold calls to certain decision-makers to demonstrate your value and explain how you can help. Some of them will eventually become qualified leads, which we'll give to your salespeople to transform into customers. We will conduct knowledgeable and proficient real estate cold calls on your behalf. Every potential customer on your list will be phoned at various times, and if no one responds to our calls, we'll leave a voicemail with your call-back information. We quickly turn your leads into sales by contacting homeowners who are eager to sell their properties and scheduling an appointment with them. We can offer the below leads to grow your business:

- FSBO
- Probate
- Cash Buyer Pre
- Absentee
- Expired Listings
- Expired listings
- Tax Delinquent Vacant
- Foreclosure
- Pre-foreclosures
- Absentee Owners

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Digital Marketing

We are an experienced that is knowledgeable in digital marketing. Many companies might fall short but our tactics have a history of success. With our unique digital marketing services designed to increase your online presence, you will notice a significant increase in your customer base and sales channels.

- Search Engine Optimization (SEO)
- Paid Promotion (Adword, FB, Pinterest, Linkdin)
- Content Creation & Marketing
- Email Marketing
- Social Media Management & Advertising
- Local SEO (Map Creation, Optimization & Marketing)
- Amazon Listing Optimization & Marketing
- Online Reputation Management (ORM)

Graphics Designing

Premium graphic design services that are tailored to the preferences of customers worldwide can make your projects pieces of beauty.

Adobe Illustrator

- Logo Design (2D & 3D)
- Brochure Design
- Web Banners
- UX Design
- Packaging & Label Design
- Book Cover Design
- Album Cover Design
- Flyer Design

Adobe Photoshop

- Image Editing (All kinds of image editing)
- Presentation Design
- Info graphic Design
- Vector Tracing
- Resume Design
- Poster Design
- Social Media Banners
- Menu Design

Adobe Lightroom, Fireworks, Animate, Muse

We do all kinds of image editing- Image Retouching, Image & Hair Masking, Color Correction, Clipping Path Services, Image Manipulation Service, Background Removal Services, Drop Shadow Services etc.

Brand Promotion

We make cold call targeted clients to spread the word about our products and conduct online surveys to draw in customers in order to promote a brand.

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Cold Calling

To inform and present the brand and products to the targeted customer, we make outbound cold calls. For cold calling and phone-based brand promotion, we have a dedicated team.

Online Surveys

Online surveys are a fantastic option for individuals and organizations who want to perform brand promotion and research because they take less time, are less expensive, produce findings faster, and can be transferred and used in a variety of applications to address crucial topics.

CONTACT US



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