TECH INSIDE

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Tech Inside

Let's Grow Your Business Together

About us

"Tech Inside" is an ITES/BPO company in Bangladesh that was founded in February 2022 and offers all forms of outsourced services with a skilled workforce. With a mission to transform how individuals conduct business and interact with their customers or consumers, Tech Inside was formed. ITES/BPO Company with the longest period of experience on providing Contact Center services with one stop solutions & Back Office Support such as Virtual Assistant, Inbound/Outbound Call center, Telemarketing, Lead Generation, Data Entry and Others. We do things differently, passionately and with fervor. We think that "outsourcing" is not the only thing that the BPO sector does. By attracting new clients, keeping hold of current ones, and delivering top-notch customer service, it symbolizes a continuous expansion process, a strategy that has proven to be profitable. We provide a wide range of call center services, including prospecting for new clients, effectively managing data, and troubleshooting administration and technical issues. Our wide range of ancillary activities are intended to advance your company through a combination of labor, technology, analysis, and research.

MD MEHEDI HASAN

CEO OF **TECH INSIDE**

Services

Enhancing Customer Service Excellence

- 24/7 Call Center Support
- CRM with Customer Profiling
- 24/7 Social Media Management
- Order Management/Appointment scheduling
- After Sales customer satisfaction Survey
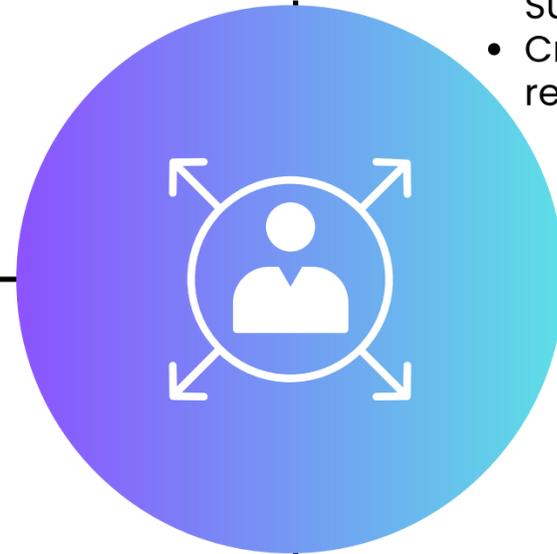- Creating Loyal Customer for repeat Sales

TI-Growth Engine

- Telemarketing to Our Own Database
- One 2 One Organic Digital Marketing Campaign to the Right TG
- CRM with Potential Customer Profiling
- New Customer Acquisition
- Creating Loyal Customer for repeat Sales
- SMS Marketing to Our Own Database.
- Digital Marketing Paid and Organic

Software & Solutions

- Call Center Software & Solutions
- CRM Development with Data Bank
- Website Development
- Ticketing
- Order Management Solutions
- App Development
- Sales/Field Force Management System
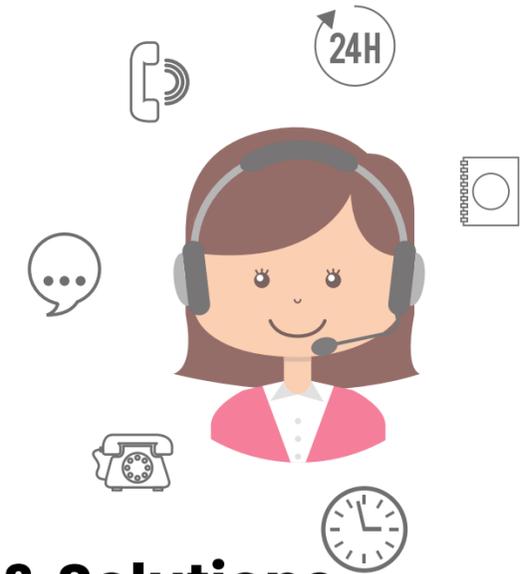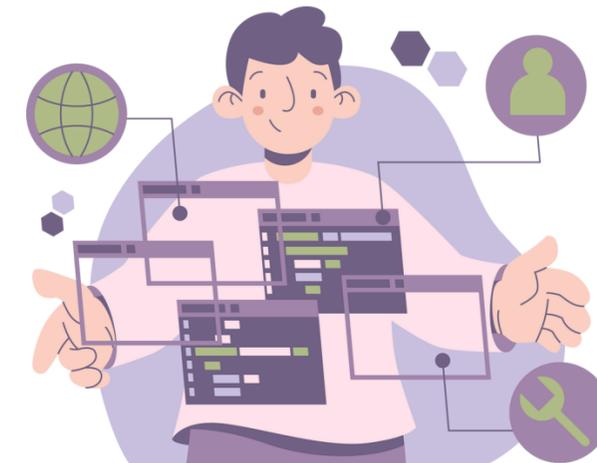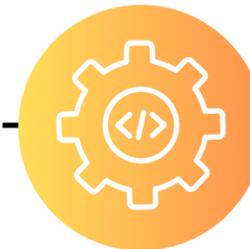- AI Reporting Dashboard

Back Office Support

- Data Entry
- B2C Marketing Campaign Digitally
- Data base Management
- Lead Generation
- Mass Market Field Force Activation
- Promoting D2D Organic Branding

Enhancing Customer Service Excellence

24/7 CALL CENTER SERVICE

- 24/7 Inbound Hot Line Customer Service
- Telemarketing/Outbound Call Service with our own Data Bank
- Query & Complain Handling
- Upselling/Cross selling
- Creating Membership for loyal customer
- Dealership Request Processing
- Health related hot line service with doctor

SOCIAL MODERATING- LIVE CHAT

- Social Media Moderation
- Email, Social media Comments, message & website live chat Handling
- Query & Complain Handling
- Upselling/Cross selling
- Creating loyal customer to data bank

ORDER MANAGEMENT

- Order Handling for online ecommerce platform.
- Making all types of outbound calls for confirming Orders.
- Order dispatch
- after sales call for customer feedback
- Follow-up with supplier & Logistics.
- Service Team Management

MARKET RESEARCH & SURVEY

- After Sales post evaluation Survey
- Market Research Survey
- Raising the voice of customer
- Data Verification Survey

APPOINMENT SCHEDULING

- Appointment setting through Inbound/ Outbound calls
- Appointment rescheduling
- Appointment confirmation

CRM & CDM

- Inbound and outbound Query/ Complain Storage
- Creating Loyal Customer Data base
- Creating Prospect Client Database
- Creating TG wise Database
- Single Reporting Dashboard

Why Call Center Service

Get Relief from Multiple number

Enhanced customer satisfaction by providing direct and immediate assistance

Best way to understand the customer's perspective.

Only way to serve maximum customer service queries.

Create Loyalty on brand that a 5% increase in customer retention can lead to a 25% increase in profitability

Faster Complain resolution

Order Management solution can Lead all the Internal channel communications.

Create Data Bank for future promotion

Get Report on single dashboard which lead to do analysis.

Best way that Management can hear the voice of Customer

Telemarketing to our own database to create lead and sales.

TI-Growth Engine

Telemarketing

- Telemarketing to our own Data or Clients Data to Right TG
- Generate B2C/B2B Prospect Leads & Sales
- B2C Brand/Product Promotion
- New Customer Acquisition
- Appointment Scheduling
- Proper Follow-up with customer
- Create Data Bank in CRM

MARKETING SALES

Loyal Membership

- Create Loyal Member in Membership program
- Referral Program
- Create Prospect Customer
- Create Customer Engagement

Marketing Campaign

- Virtual D2D/1to1 Program/Activation
- Engagement Program Between Brand & Customer
- Sales Boosting Campaign

Digital/SMS/Voice sms

- Social Media marketing Paid/Organic
- SMS Marketing to Our Database to right TG
- Voice SMS base campaign
- SMS base campaign

Back Office Support

DATA DIGITALIZATION

- All type of Data Entry Service
- Big Data Analysis
- Customer Profile Management
- Data Validation/Verification

ORDER MANAGEMENT

- Order Taking
- Order Processing
- Communication with supply chain
- Communication with Customer
- Internal or External follow-up

BACK OFFICE SUPPORT

- Field Force Management
- Marketing & Sales team Management
- Retailer base Campaign
- Retailer Relationship Management

Software & Solutions

- Call Center Software Hosted or Remote with Excellent Dashboard
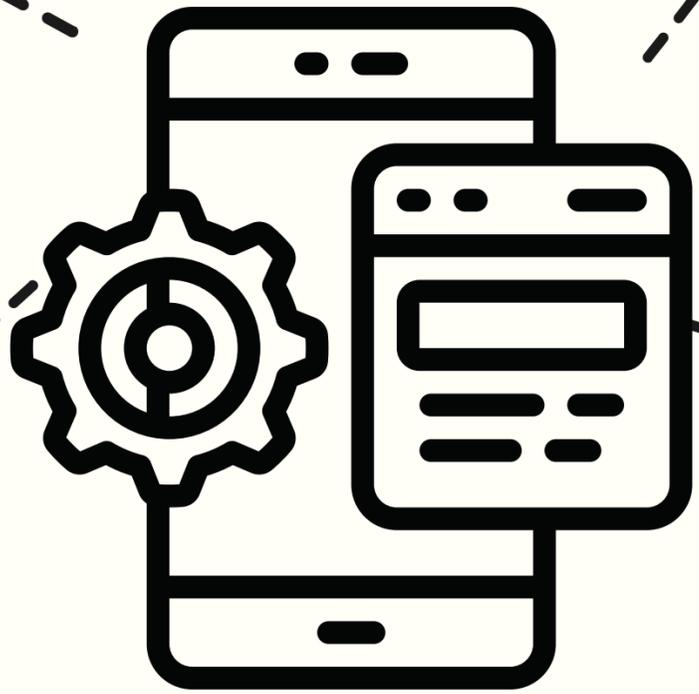- CRM as per brand's requirement
- AL type of Integration

- All type of web designing and development.
- All type of Mobile app Development
- All type of softaware Solutions
- Office Management Tools

Call Center Solutions

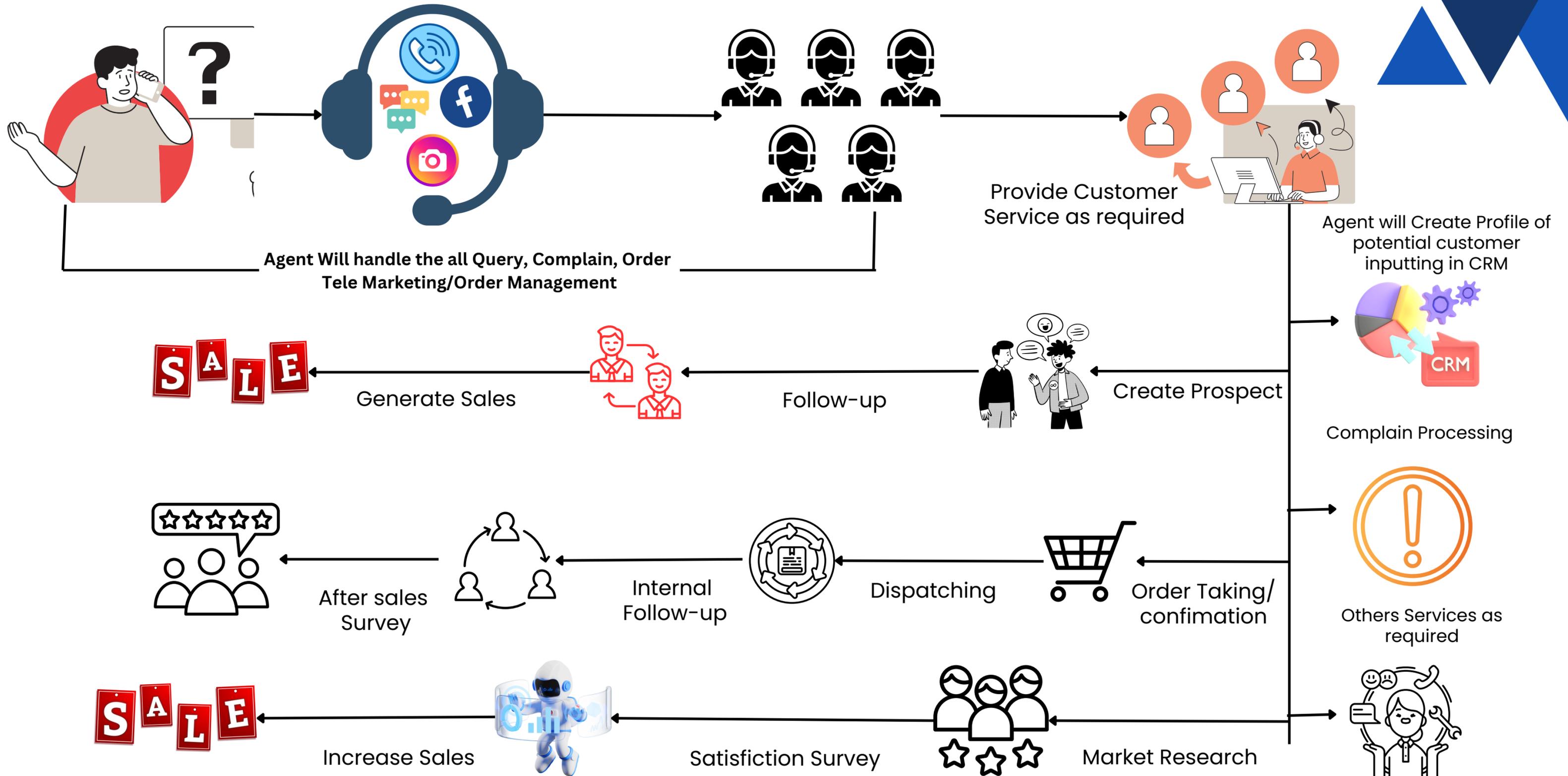**Web & App Development**

- Database Management System
- Customer Profile Management Solutions

- Field Forces Management Solution
- Field Sales Force Management Solutions
- AI base Dashboard with forecasting

DMS

Field Force Management

Work-flow Diagram

Agent Will handle the all Query, Complain, Order Tele Marketing/Order Management

Provide Customer Service as required

Agent will Create Profile of potential customer inputting in CRM

Generate Sales

Follow-up

Create Prospect

Complain Processing

After sales Survey

Internal Follow-up

Dispatching

Order Taking/ confimation

Others Services as required

Increase Sales

Satisfiction Survey

Market Research

Data Bank/ Target Group Status
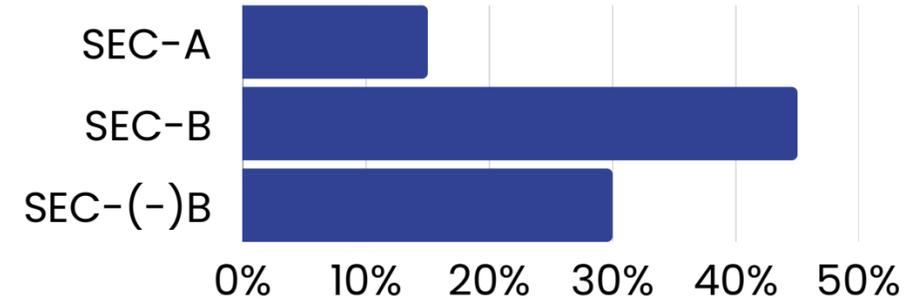
▲ **Data Bank: 15 Million**

▲ **Age Wise Segment**

Telemarketing Can be Effective To 25+ ages Customers and highly Potential will be 40+ ages customers. And The TG are all mobile user.
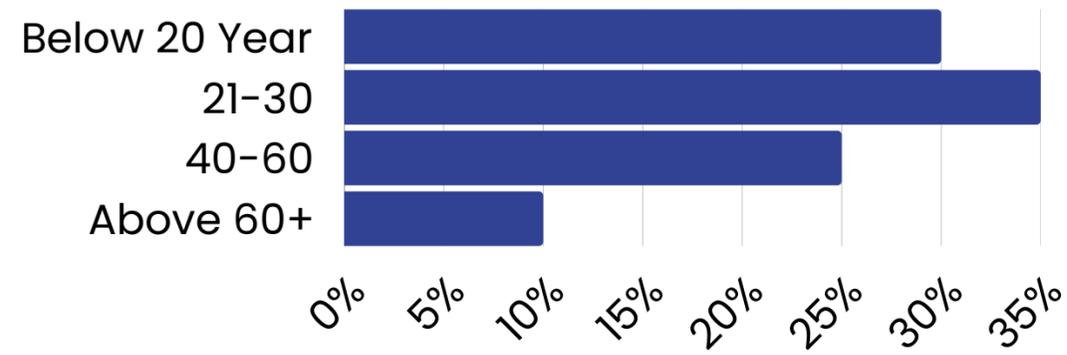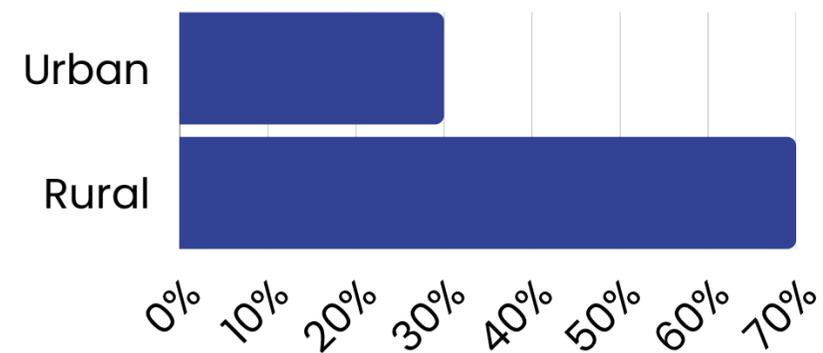
▲ **Potential/Elite Customer**

We maintain Customer Profile where easily can be filtered Elite Customer Who actually Acquire the services

▲ **Geographycal Data**

Customer Data base can be filtered with Geographically like Thana wise

Why Tech Inside

Cost Efficiency

Reduce labor and infrastructure costs.

Scalability

Flexibility to adjust operations based on demand.

24/7 Support

Continuous customer service across time zones.

Quick Implementation
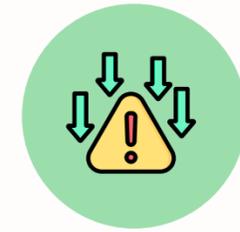
Rapid setup compared to in-house operations.

Expert Talent

Access skilled professionals without extensive hiring efforts.

Reduced Risk

Outsourcing partners handle risks and compliance.

TECH INSIDE

Clients

Thank You

TECH INSIDE