



Trust Global Communications

Expert Solutions, Best Service

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Who We Are

- ▶ PCECS, a renowned Business Consultancy Firm dealing mainly with IT enabled products and services since 2009, has launched its latest venture -- Trust Global Communications – a BPO/Contact Center service provider with a vision to change the way people do business and serve their clients. It specializes in offering contact center services, Back Office Support With robust infrastructure. We manage all our projects as efficiently as possible as with proper guidance.
- ▶ We value the latest technological developments to meet the growing needs of our customers. In that regard, we involve innovative techniques like call blending, voice logging, soft phone, IVR, ACD, dialer software and many more to offer improved service for our clients and meet their Contact Center/BPO outsourcing requirements.

What We Do

- ▶ We specialize in offering all forms of the contact center/Business Process Outsourcing services. Our main focus is on process optimization that ensures all clients to get reduced costs while converting their business operations for a sustainable benefit. We emphasize on increasing the profitability and the efficiency meeting needs of our diverse patrons.
- ▶ Trust Global Communications has a 10 Seat, 24/7 Contact Centre for serving professional Front Office and Offshore Outsourcing services to its corporate clients and valuable customers.
- ▶ 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.

Infrastructure and security

- ▶ We have state-of-the-art computing and communications technology, with Online UPS for power backup, as well as our own power generators in the event of power failure. The Internet and telecom technologies in our delivery centers provide the perfect platform for customer service and support on par with industry.

Confidentiality and privacy

- ▶ At Trust Global Communications, we are sensitive to customer concerns and ensure absolute confidentiality and privacy of any information that is given to us. Customers can specify their preferred mode of contact with us, and we will not disclose their identity without their express or written consent.

Our Strengths

- ▶ Highly Skilled workforce with High End Infrastructure and built
- ▶ Custom solutions and software for each requirement
- ▶ An entire range of technology driven solutions and services
- ▶ Guaranteed Client and Customer Satisfaction

Our Core Services

Inbound

- ▶ Customer Care
- ▶ Pre/ Post-Sales support & Order Fulfillment
- ▶ Enquiry support
- ▶ Health care service
- ▶ Event Hot Line Service

Outbound

- ▶ Tele Marketing
- ▶ Phone Survey
- ▶ Collection calls
- ▶ Customer Interaction
- ▶ Appointment setting
- ▶ Lead Generation
- ▶ Data Validation

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- ▶ Trust Global Communications works with the objective for the job creation of the jobless people in Bangladesh using the local talent and skills. We have good team members, who are professional, and they are working round the clock to meet the client's requirements and keep in touch with the customers demand as well as Client's Demand up to the Mark. We believe that sound understanding between Customers and Clients, competitive prices & on time delivery schedule can make the difference in business.

Thank You 😊

