



NEW WAVE MANAGEMENT



D@DialTM
your message our voice



building
technology
& ideas ltd.

in pursuit of excellence...

ABOUT US

DoDial is a progressive BPO Service provider under New Wave Management Ltd. a sister concern of bti (Building Technology & Ideas Ltd.) The main objective of DoDial is to provide complete business process outsourcing (BPO) service to the prospective customers.

Our main business is Call Center service for Domestic and International clients. We offer quality centric structures maintaining high information security for our clients, state of the art infrastructure and reporting process and high-end resource development strategy.

Do-Dial believe in trust, excellence and relationship building with the customers by providing reliable and trust worthy service.

OUR CORE VALUES

Our business foundation is to service the customers with highest level of dedication.

- ❖ **WIN CUSTOMER'S HEARTS**
- ❖ **WORK HARDER THAN EVERYONE ELSE AND STRIVE TO BE THE BEST**
- ❖ **MAINTAIN AN ENTREPRENEURIAL SPIRIT**
- ❖ **RESPECT, DEVELOP AND EMPOWER OUR PEOPLE**
- ❖ **HIGH MORALS, HONESTY & INTEGRITY**
- ❖ **SPEED OF WORK, FIGHT BUREAUCRACY AND REMOVE SUPERFLUOUS WORK**

CORE BUSINESS OF DO-DIAL



Call center Service
24x7



Human Resource
Development



IVR Development
& Support



Back office Support

We provide uninterrupted
Customer Service!

Customer is our main priority. It's our job every day to make every important aspect of the customer experience a little bit better.

OUR SERVICES

We are offering fast, best, uninterrupted, hustle free customer service through call and data service center by our dedicated, specialized customer relationship executive (CRE) and technical team. Our core service is Call Center and Data Entry.

**Customer Support**

Do-Dial have extensive experience in handling customer queries and complaints for different clients through inbound & outbound call center. Maintaining 24/7/365 operations with high quality call structure and monitoring from both resource and quality management aspect.

**Telemarketing & Telesales**

Operate a heavy pool of expert resources for telesales and telemarketing calls. Managing client expectations through quality sales and marketing approach to the customers. Also has a categories huge client database for telemarketing and telesales.

**Survey**

Conduct survey outbound call for different types of business with limited time duration. Also provide survey based analysis report to the clients. Integrated CRM system help agents to make survey accurately and effectively.

**Collection & Recovery**

Collection & follow up calls for bad debt and regular customers. Conduct bad debt collection call for multiple dimensional business such as telecom, MFS, FMCG etc.

**Training & Development**

Dedicated training facility with advance computer lab to develop resource. Conduct skill based training program and professional training.

HOW DODIAL CAN CONTRIBUTE

We have developed and implemented several business solutions those are not just helping your business, it also makes your system to be up to date with current technology.

- Outbound campaign management- To make your call center time efficient and result oriented.
- Omni channel contact center solution- Contact center tools with auto and manual dial facility.
- Customer Relationship Management (CRM) - Track customer journey over software and analysis.
- Quality management system- Track & ensure service quality as per client expectation.
- Market research & survey- Effective tools for market solution to maximize your business growth.

VALUE PROPOSITION

The solution provided by DoDial helps the client to achieve significant business growth and to achieve high profitability of business progress.

- State-of-the-art infrastructure and technologies.
- Enhanced security tools to protect your sensitive data.
- Competitive pricing to deliver the best returns on your investment.
- Round-the-clock technical support services.
- Professional and qualified workforce.

CONTACT INFORMATION



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