



# WORLD CALL CALL CENTER

"Our priority is to improve your customer services and boost your sales"

## → MISSION

WorldCall Telecom Limited (WTL) offers its inbound and outbound calling services for both national & international clients. Our mission is to become a leading contact center outsourcing solutions provider, bringing together the core strategic capabilities of operations, technology, and human capital management to enable our partners to maximize their marketing, sales and service ROI.

## → SERVICES

WTL offers following services in the domain of call center solution:

- Self-Hosted Solution
- Cloud Based Solution
- Inbound & Outbound Call Services

Our solution supports Manual / Auto Outbound and Inbound Dialing for both national & international clients.

We are also providing "Per Agent / Per Day Call Center Services" for marketing and promotional campaigns.

## → ABOUT WORLDCALL

In its 21st celebratory year of successful operations, the brand of WorldCall has evolved into a symbol of quality, diversity and reliability.

WorldCall Telecom Ltd, has been recognized as a leading Multi Services Operator (MSO) due to its diversified and extensive expertise in Telecom and IT sectors. Besides hosts of services for corporate as well residential segments WorldCall is a leading Broadband and Data services provider through its state-of-the-art buried Metro Fiber Optic Cable network installed in major cities across Pakistan since year 2000. The concealed Metro Fiber Optic Cable networks provides resilience, reliability and expansion possibilities as desired by the corporate sector.

## → INBOUND

- Customer Service
- Order Taking
- Help Line
- Lead Conversion
- Virtual Assistant

## → OUTBOUND

- Lead Generation
- Fundraising
- Survey
- Database
- Verification
- Appointment Setting
- Database Billing

## → FEATURES

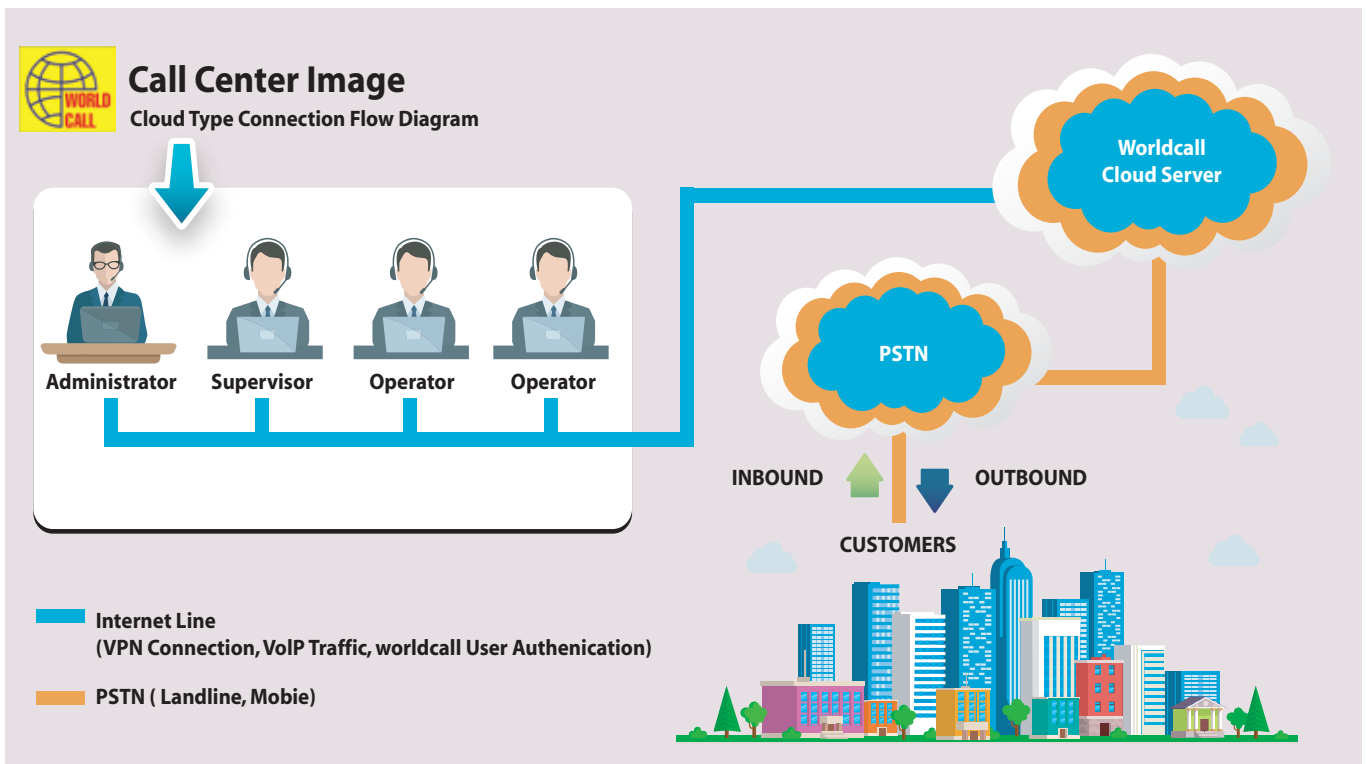
The main features of our inbound and outbound call center solution are

- Call Detail Records
- PABX (Private Automatic Branch Exchange)
- Computer Telephony Integration (CTI)
- Call Forward on Busy / No Answer
- Call Transfer
- Call Waiting
- CRM Integration
- Do Not Disturb
- Interactive Voice Response (IVR)
- Database Integration
- Music On Hold

## → WHY US?

Because, we understand your needs and apprehensions on outsourcing and

- have deep domain knowledge in diverse fields
- have over 10 years of experience in serving different customers
- have excellent communication skills, both in written and spoken English
- provide incredible customer support to assist clients round the clock
- strict adherence to quality standards and turnaround times
- use cutting-edge technologies for managing IT operations of our esteemed clients



**FEEL FREE TO CONTACT US**

WorldCall Telecom Limited

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