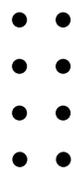




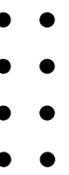
# Client Care solutions



COMPANY PROFILE



# Table of Contents



1 CLIENT CARE

2 VISION & MISSION

3 VALUES

4 OUR SERVICES

5 OUR BUSINESS MODEL

6 BENEFITS OF OUTSOURCING

# •• ABOUT CLIENT CARE SOLUTIONS

•• “BEYOND CUSTOMER SERVICE”

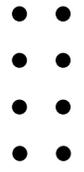
Client Care Solutions (CCS) is a ( Business Process Outsourcing )BPO that specializes in a wide scope of activities and is proficient in managing Inbound and outbound calls. In modern business, quality customer support matters more than ever before. Quality customer service support has become the competitive advantage on the market.

A business needs to research in order to achieve customer- oriented service, once this is achieved, it deepens the relationship with customers and ultimately helps the business achieve their objective of achieving customer loyalty.

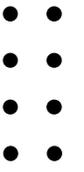
CCS assists businesses improve customer service delivery. Our Call center has the proficiency in making Outbound calls and managing Inbound calls and is experienced in sales support, Strategic business planning, Social Media management and Customer Service/ Leadership Training.

Our goal is to provide the best customer support services that is adapted to our clients business needs . We partner with our clients and help them grow their business whilst increasing customer retention and loyalty.

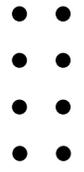
We are a growth oriented company and our cooperation with local and foreign businesses has aided the development of a wider understanding of global market trends. Our business development team is constantly monitoring the current customer support trends and regularly implementing them in our businesses.



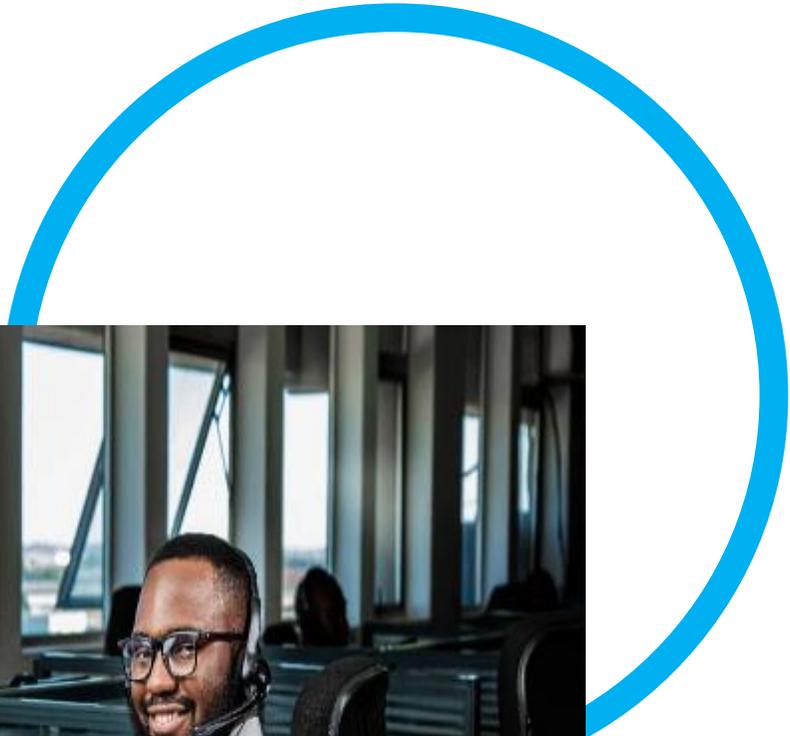
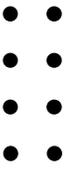
# Our Vision



To be a leader in providing excellent innovative customer support services



# Our Mission



To provide innovative customer support services that deliver the best experience for our clients through a motivated workforce.

# Our Core Values



## **INNOVATION**

We shall pursue new frontiers of knowledge in serving our customers diligently



## **COURTESY**

We shall endeavor to show politeness and good humor in our dealings with clients



## **RELIABILITY**

We shall be dependable and consistent in our dealings



## **EXCELLENCE**

We competently and effectively perform our duties to the best of our ability and Increase value for our stakeholders.

# OUR SERVICES

## Inbound Call Center

We guarantee Quality Service through effective management of Call Center Matrices being: Service level, Answer Rate, Average Handling Time and Abandoned rate, First Call Resolution and Hold Time.

## Strategic Business Planning

We help businesses focus on their foundational purpose, goals, activities through the systematic formulation of a Strategic Business Plan. This helps organizations achieve their vision and mission, which they communicate to stakeholders in a strategic business plan and program.

## Outbound Call Center

We help companies get in touch with their clients through Outbound calls. Contact is made to potential and existing customers aware of new products and services.

## Customer Retention

It's our job to help clients maximize customer relationships. Our team of customer engagement specialists react and respond to every communication, transforming key learnings into opportunities to optimize and evolve customer relationships.

## Social Media Management

We analyze social media audiences and develop strategies that are tailored to our clients needs. This is achieved through Social Media Content creation, Real time responses & monitoring, and collaborating with influencers. We provide reports on SM performance and ROI.

## Customer Service Training

Our Customer Service training methodology is designed to increase learner engagement and reduce attrition. The design, development and delivery of our customer experience training programs creates an atmosphere in which learners are encouraged to collaborate and hone critical thinking skills

# OUR BUSINESS MODEL



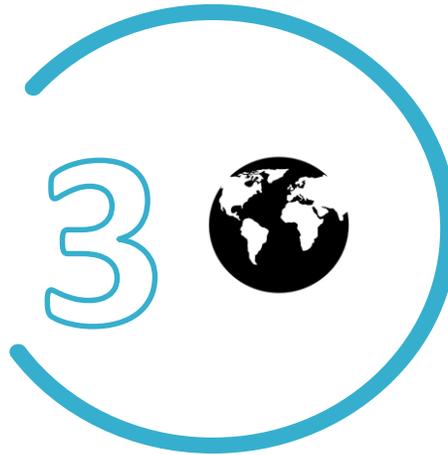
## OUR CALL CENTER

**40,200** calls processed daily.



## SUPPORT

We offer customer support on a 24/7



## CLIENTS

We have clients worldwide, we currently offer services in Africa, America and Zambia



## SITES

We have sites in 4 Towns



## LANGUAGES

We offer customer support in all 7 major local languages.

# • • BENEFITS OF OUTSOURCING CLIENT CARE SOLUTIONS



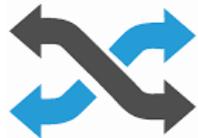
## **FOCUS ON CORE BUSINESS**

Managing a contact center within your business requires a lot of time and dedication. Outsourcing gives you time to focus on your core business without thinking about repetitive processes. You will have time to develop and improve your main product and service.



## **INNOVATION**

At Client care we are committed to providing innovative customer support services using the latest technology. We help businesses modernize repetitive processes in order to add value the their support.



## **FLEXIBILITY**

Stay devoted to your clients even outside your working hours. We provide support 24/7. Our additional outsourced services( Call backs, back office support , health checks and onboarding calls ) can enhance customer satisfaction as you will be differentiated from other competitors.



## **COMPETENCE**

Outsourcing client care gives you chance to leave parts of your business to competent experts with great experience. Our professional team is seasoned, competent and effectively carry out their duties..

# PARTNER WITH US

## BUSINESS OFFER

Establishing contact is the first step. When we partner and our experts will work together to make you an ideal offer to address your needs.

We hold an engagement meeting to understand your needs.

Our goal is to offer you the best price for our quality service. We consistently review our prices and conditions and we usually customize them to your specific needs.

## RESEARCH

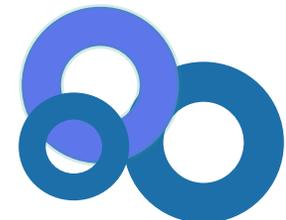
Our team will effectively and competently study your area of need and adapt our services to them using the latest technology on the market.

## SUCCESSFUL PARTNERSHIPS

At Client Care we see all our clients as long-term business partners. We will adapt our service to your needs so that we can accomplish success together..

We are more than just a customer support for your customers, we aim to be your long term support partner to your business.

Our goal is to reach your goals in the most efficient way and provide your customers with high-quality care.



# OUR CLIENTS



Zantel

Telecommunication

Call Center| Inbound & Outbound | Social Media Management | Training

Top Choice Locations

Logistics

Outbound Call Center

Great North Credit

FinTech

Training| Social Media

Janco

Engineering

Training

# CONTACT US



<https://www.clientcare.solutions>



[info@clientcare.solutions](mailto:info@clientcare.solutions)



+26 0956538851