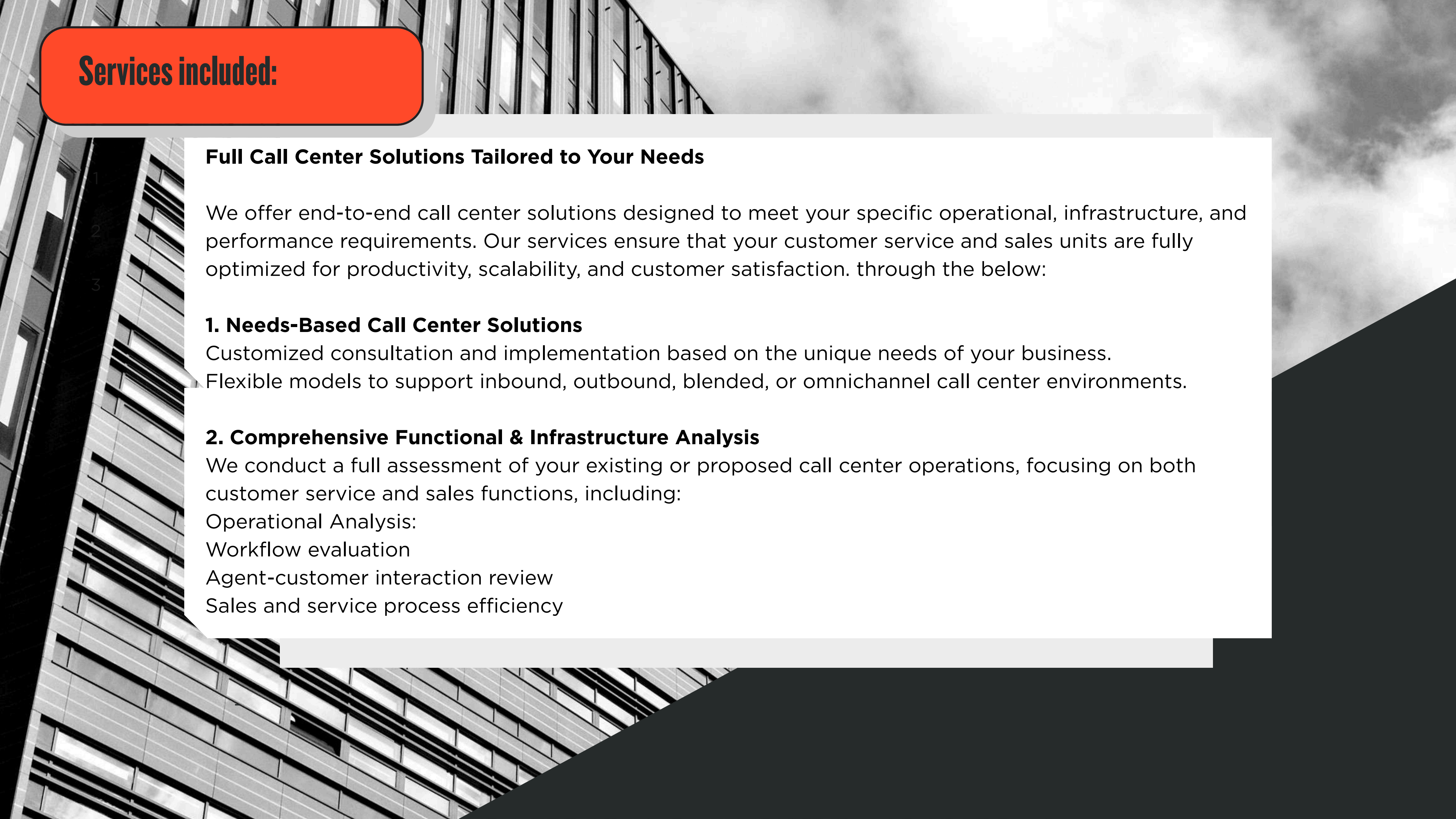




CENTRAL TACT

2026



Services included:

Full Call Center Solutions Tailored to Your Needs

We offer end-to-end call center solutions designed to meet your specific operational, infrastructure, and performance requirements. Our services ensure that your customer service and sales units are fully optimized for productivity, scalability, and customer satisfaction. through the below:

1. Needs-Based Call Center Solutions

Customized consultation and implementation based on the unique needs of your business.

Flexible models to support inbound, outbound, blended, or omnichannel call center environments.

2. Comprehensive Functional & Infrastructure Analysis

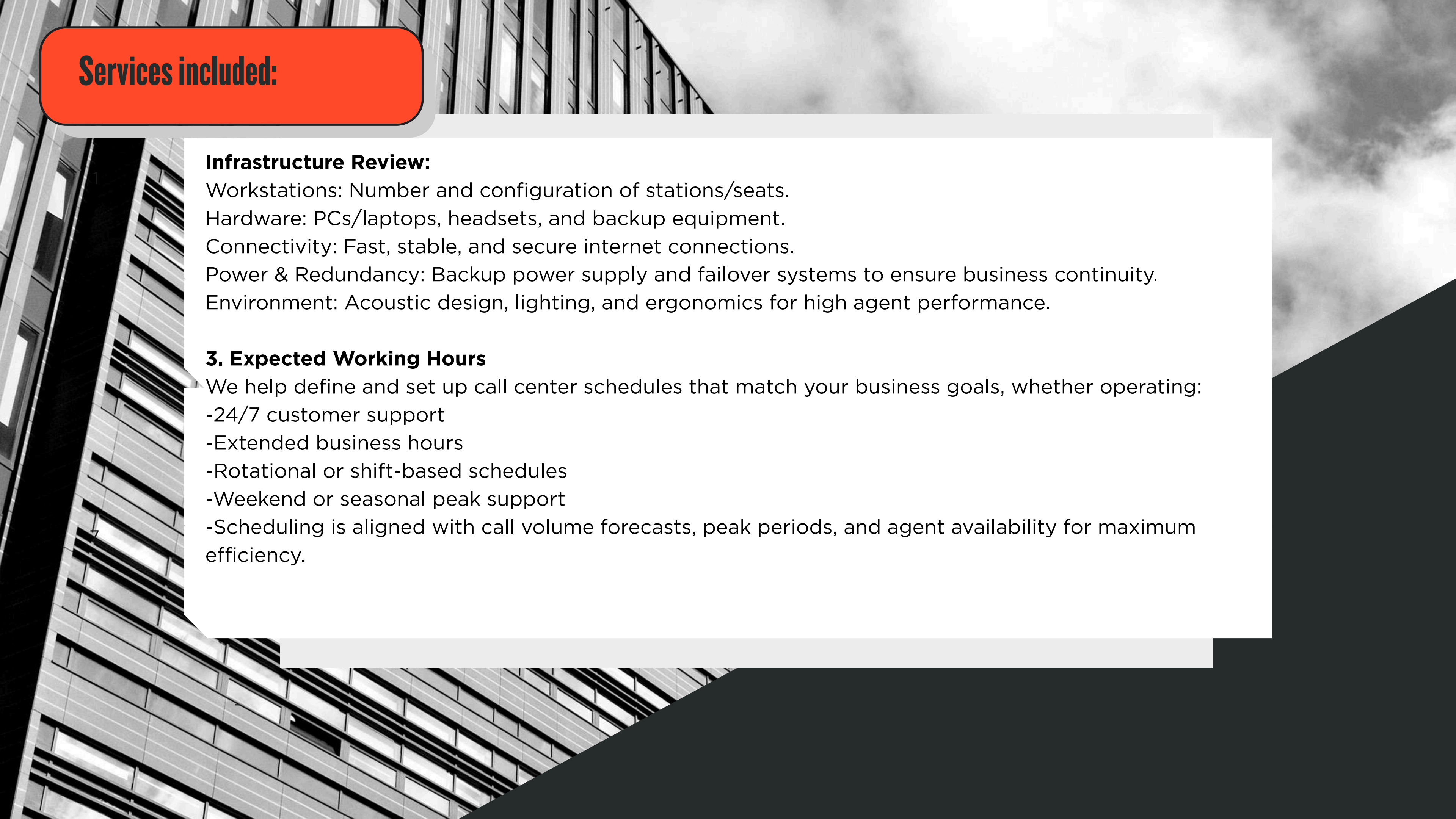
We conduct a full assessment of your existing or proposed call center operations, focusing on both customer service and sales functions, including:

Operational Analysis:

Workflow evaluation

Agent-customer interaction review

Sales and service process efficiency



Services included:

Infrastructure Review:

Workstations: Number and configuration of stations/seats.

Hardware: PCs/laptops, headsets, and backup equipment.

Connectivity: Fast, stable, and secure internet connections.

Power & Redundancy: Backup power supply and failover systems to ensure business continuity.

Environment: Acoustic design, lighting, and ergonomics for high agent performance.

3. Expected Working Hours

We help define and set up call center schedules that match your business goals, whether operating:

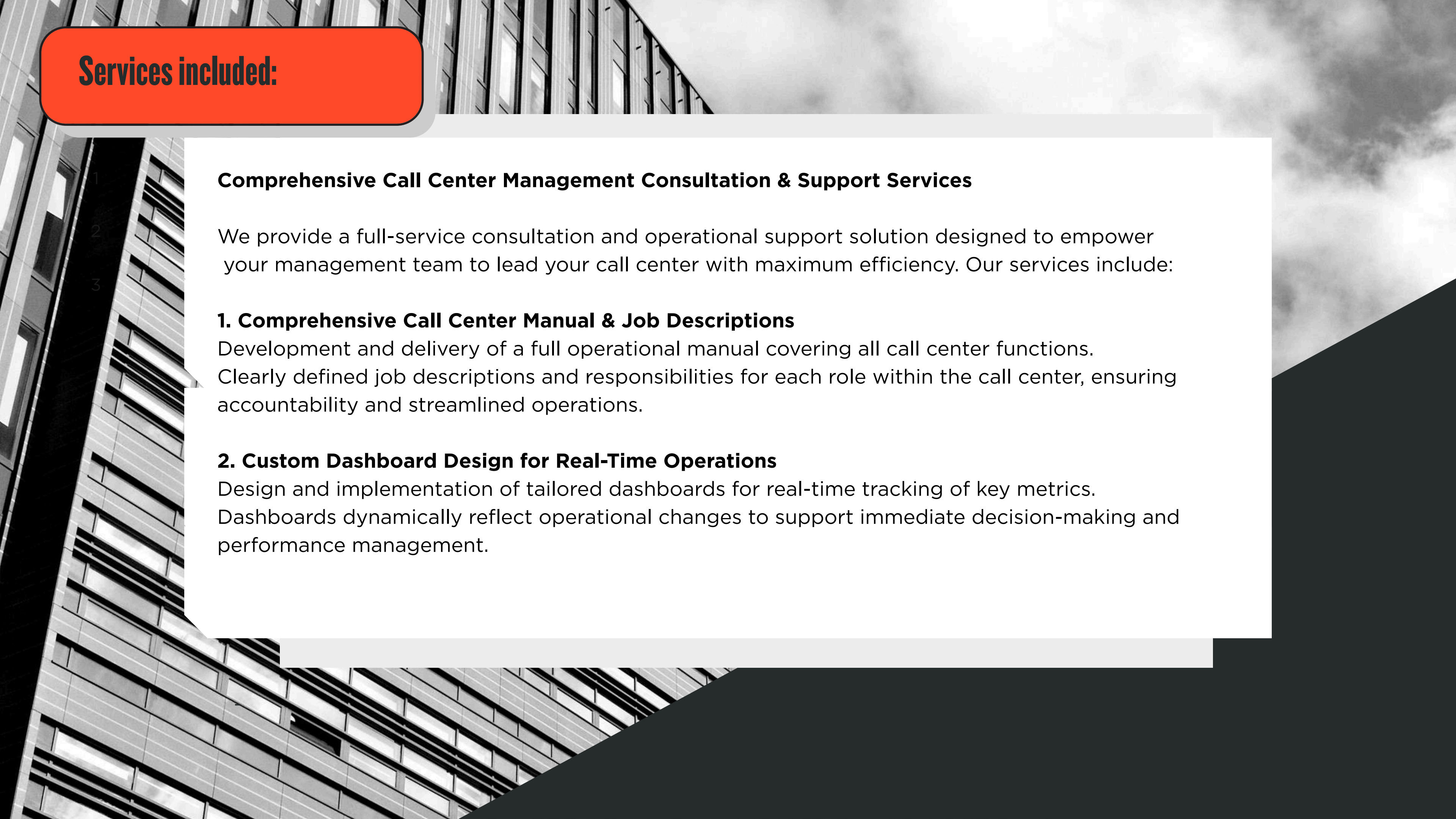
- 24/7 customer support

- Extended business hours

- Rotational or shift-based schedules

- Weekend or seasonal peak support

- Scheduling is aligned with call volume forecasts, peak periods, and agent availability for maximum efficiency.



Services included:

Comprehensive Call Center Management Consultation & Support Services

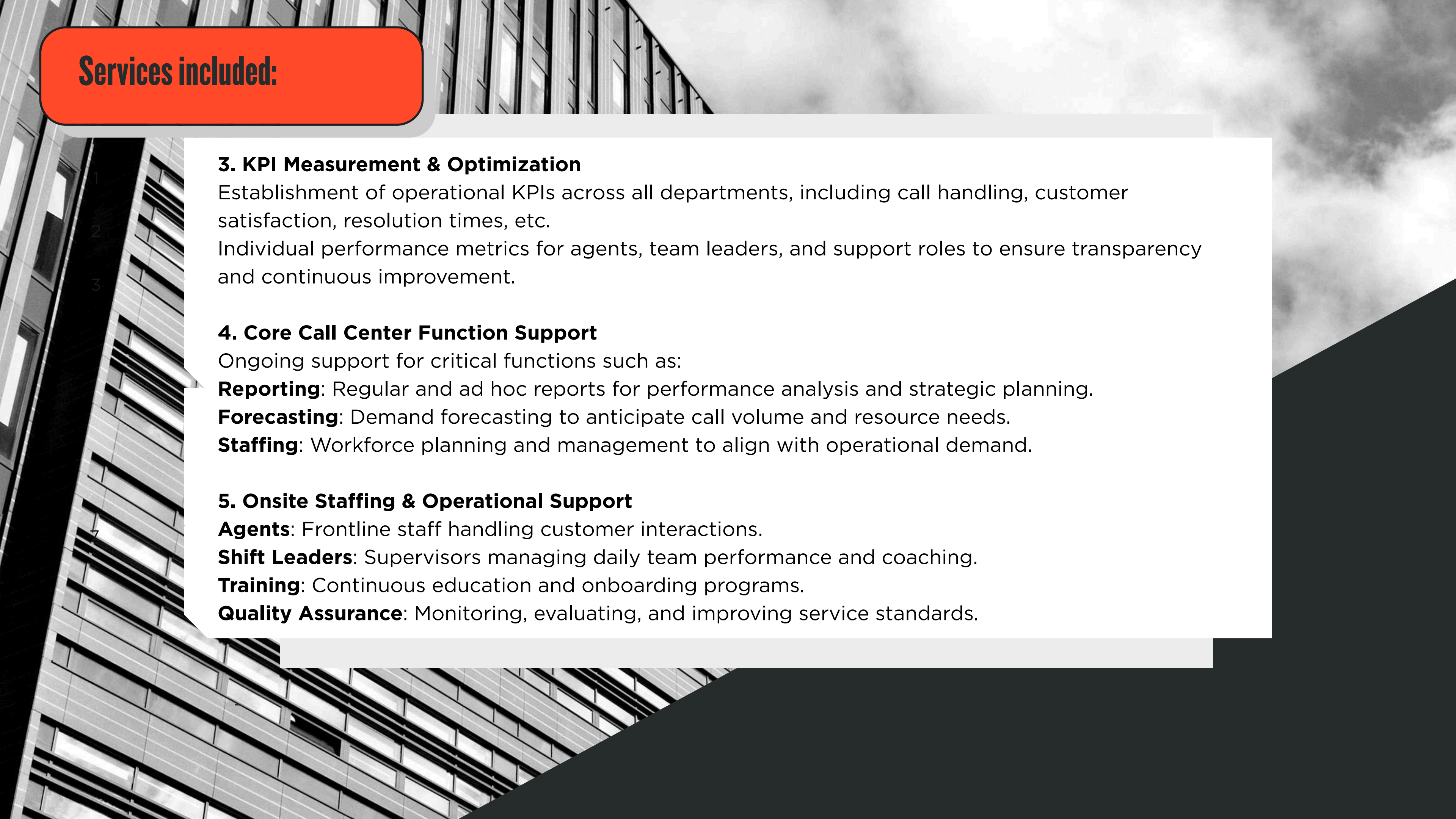
We provide a full-service consultation and operational support solution designed to empower your management team to lead your call center with maximum efficiency. Our services include:

1. Comprehensive Call Center Manual & Job Descriptions

Development and delivery of a full operational manual covering all call center functions. Clearly defined job descriptions and responsibilities for each role within the call center, ensuring accountability and streamlined operations.

2. Custom Dashboard Design for Real-Time Operations

Design and implementation of tailored dashboards for real-time tracking of key metrics. Dashboards dynamically reflect operational changes to support immediate decision-making and performance management.



Services included:

3. KPI Measurement & Optimization

Establishment of operational KPIs across all departments, including call handling, customer satisfaction, resolution times, etc.

Individual performance metrics for agents, team leaders, and support roles to ensure transparency and continuous improvement.

4. Core Call Center Function Support

Ongoing support for critical functions such as:

Reporting: Regular and ad hoc reports for performance analysis and strategic planning.

Forecasting: Demand forecasting to anticipate call volume and resource needs.

Staffing: Workforce planning and management to align with operational demand.

5. Onsite Staffing & Operational Support

Agents: Frontline staff handling customer interactions.

Shift Leaders: Supervisors managing daily team performance and coaching.

Training: Continuous education and onboarding programs.

Quality Assurance: Monitoring, evaluating, and improving service standards.

Services included:

From Recruitment to Performance Optimization

We offer a fully managed service for building, training, and mentoring high-performing call center teams. Our solution covers the entire employee lifecycle — from hiring and onboarding to training, performance evaluation, and continuous development.

1. Full Hiring Lifecycle Management

We take complete ownership of the recruitment process to ensure you have the best talent for your call center operations:

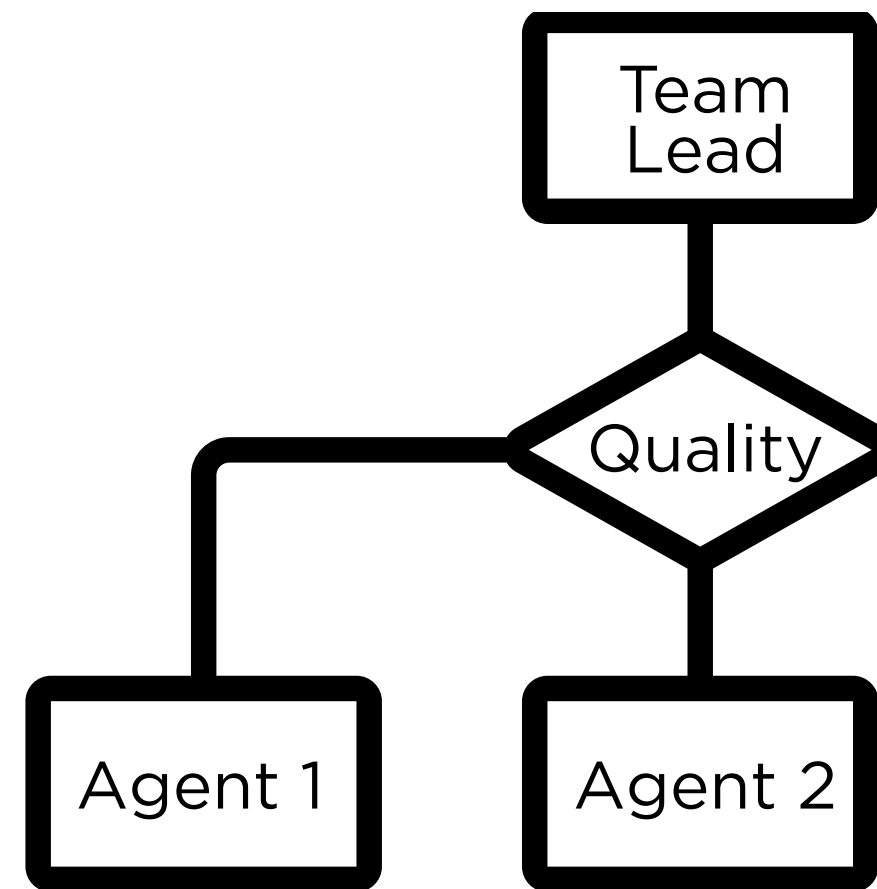
- Job Posting: Drafting and publishing professional job vacancies on the right platforms.
- Screening & Interviews: Conducting CV reviews, phone screenings, and structured interviews.
- Selection & Onboarding: Finalizing candidates and preparing them for smooth onboarding.

2. Post-Training Evaluation & Reporting

Upon completion of training, we provide:

- Full Team Evaluation Report
- Individual performance scores and improvement plans
- SWOT Analysis for each team member:

Team Structure:





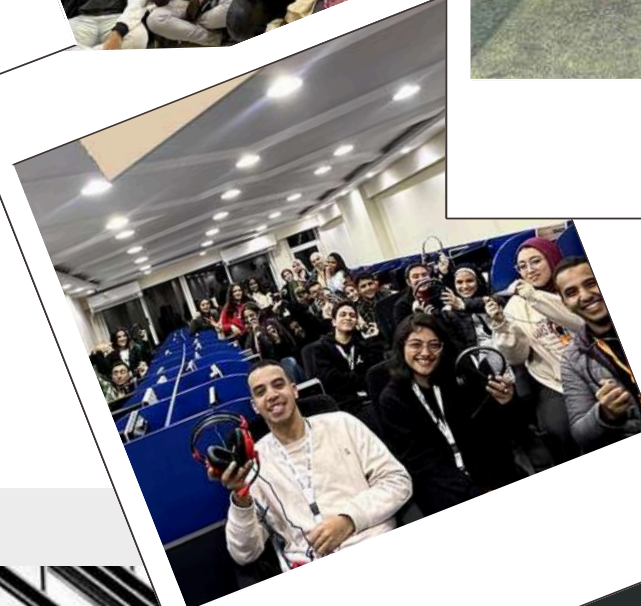
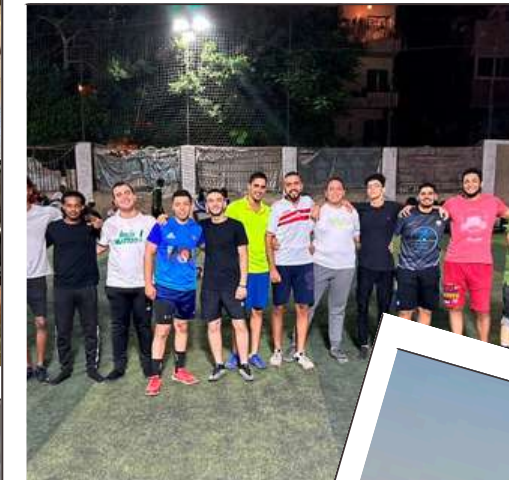
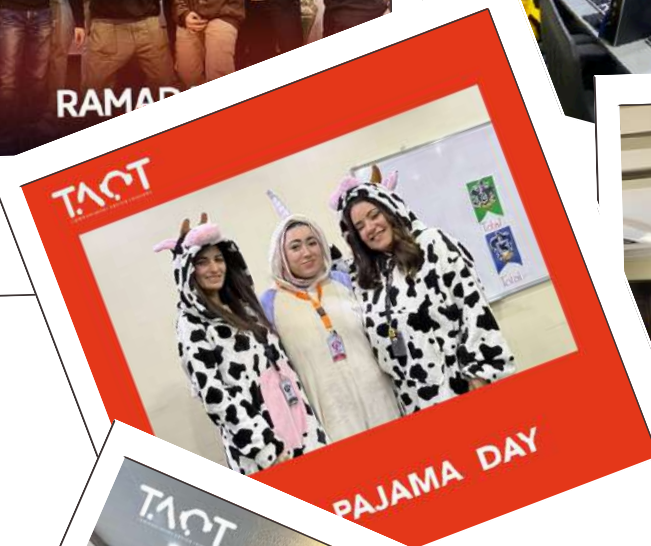
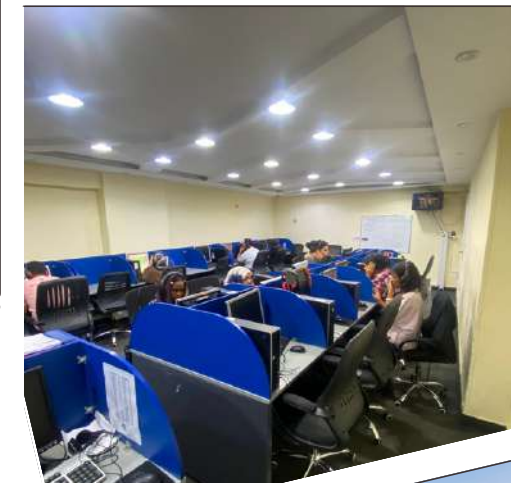
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		No. of Employees	Hours	Days	Hourly rate	Cost per month
Module 1	Agents	2	4/agent	5	\$5	\$400
Module 2	Agents	2	8/agent	5	\$5	\$800

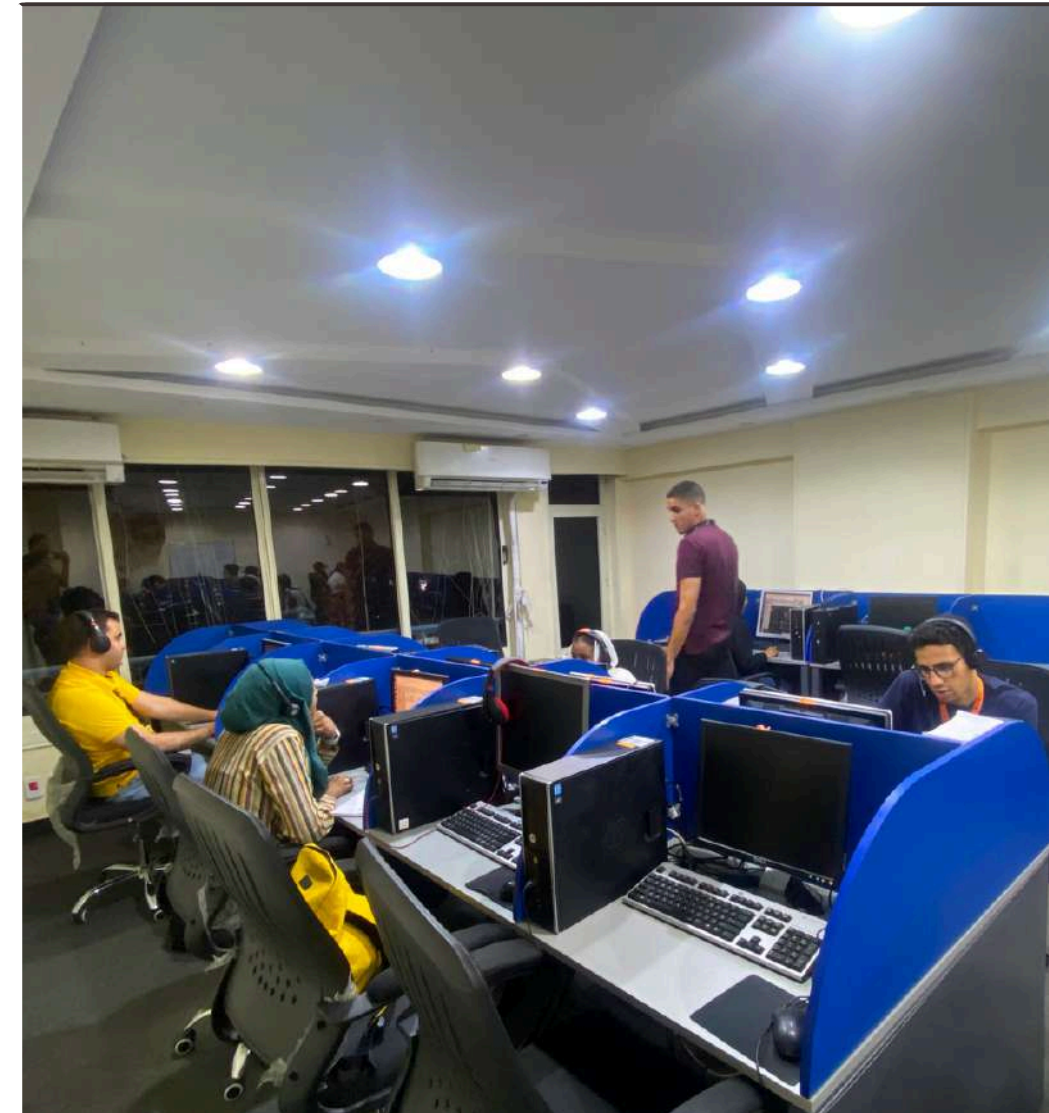
Team Structure:

Shift Lead	Quality Auditor	Agent
• Supervise agents and manage daily workflow • Train, coach, and support team development • Monitor KPIs and ensure quality standards • Handle customer escalations professionally • Manage staffing and scheduling needs • Generate performance reports and insights • Motivate team and maintain a positive environment • Resolve operational issues and ensure shift targets are met	• Assess customer interactions Evaluate adherence to policies • Provide feedback and coaching Identify training needs • Monitor quality trends • Collaborate on improvements • Ensure regulatory compliance • Participate in calibration sessions • Generate quality reports.	• Outbound Reach to potential clients • Provide a Sales Pitch • Ensure Follow ups • Handle customer inquiries and complaints • Social Media Moderation and replying • Coordinate with various other departments • Maintain knowledge of promotions and events • Follow company policies and regulations

Premises and team:



Premises and team:



WHY CHOOSE US AS YOUR SERVICE PROVIDER?

Expertise & Experience

Our team is highly trained and skilled, providing exceptional customer service, telemarketing, and support across various industries.

Tailored Solutions

We offer customized solutions to meet your specific business needs, ensuring the best possible outcomes for your company.

State-of-the-Art Infrastructure

Equipped with cutting-edge technology, including high-quality computers, headsets, and reliable internet, we ensure seamless operations and communication.

Scalable Services

Whether you're a small business or a large enterprise, we have the flexibility to scale our services to match your growth and changing demands.



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WHY CHOOSE US AS YOUR SERVICE PROVIDER?

24/7 Support

We provide round-the-clock support, ensuring that your customers are always taken care of, no matter the time zone.

Cost-Effective

Our services are designed to deliver excellent results at a competitive cost, helping you maximize your return on investment.

Proven Track Record

We have a strong history of helping businesses increase customer satisfaction, drive sales, and improve operational efficiency.

**BY CHOOSING US, YOU PARTNER WITH A DEDICATED
TEAM FOCUSED ON YOUR SUCCESS AND GROWTH.**



OUR CLIENTS

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OUR CLIENTS

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LLC

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Modern Primary Care



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