

CALL CENTER SERVICES





INTRODUCTION

Niem Tin Viet Telecommunications Lmt. (NTV) is one of the leading company in telesales and customer care in Ho Chi Minh City. The company was founded in 2007 in order to improve the quality and effectiveness of services related to increasing outsourcing demands in Vietnam.

Main Office:

5 & 6th Floor, EVN Building
610, Vo Van Kiet St.
District 1, Ho Chi Minh City
www.niemtinviet.com.vn



COMPANY PROFILE

- 700 employees
- Call centers are strategically located in various locations in HCMC including Tan Phu District, District 7, District 11 and District 1.
- Staffs are well-trained and professional
- Up-to-date technologies to manage the database system and to track and record all calls
- One of the most experienced companies in the field.



Hãy nói theo cách của bạn



OUR CLIENTS

- Prudential
- Viettel
- Mobifone
- Manulife
- Phu My Hung
- Standard Charter
- Banks
- CMC
- EVN Telecom
- Vinaphone
- Viet Nhat Group
- SCTV



OUR SERVICE

- Customer care
- Receiving customers' feedback
- Product & service pitching
- Receive product & service orders
- Resolve complaints
- Other relevant services

CALL CENTER



- Professional and researchers have concluded that in the age of globalization, you don't have to own something to control it.
- What they meant is that business should make use of outsourcing services to focus on their core capacity for competitive advantage.
- NTV is committed to bring about the best service with its call centers to provide telesales and customer care services.



NTV PROVIDES

- Outbound: Including staff, infrastructure, computers, software. Continuous recruitment and training are provided to staff to assure the quantity and quality of human resource.
- Inbound: Our partner manage the call center, we only support to provide staff, payment and implement social insurance as required by the law.

Why should you be interested in outsourcing a Call Center?

To engage customers, companies need good communication with customers to understand and response to their needs and wants. Companies often do this through contacting channels.

While companies can build their own call centers, it is likely that they have to deal with the below problems:

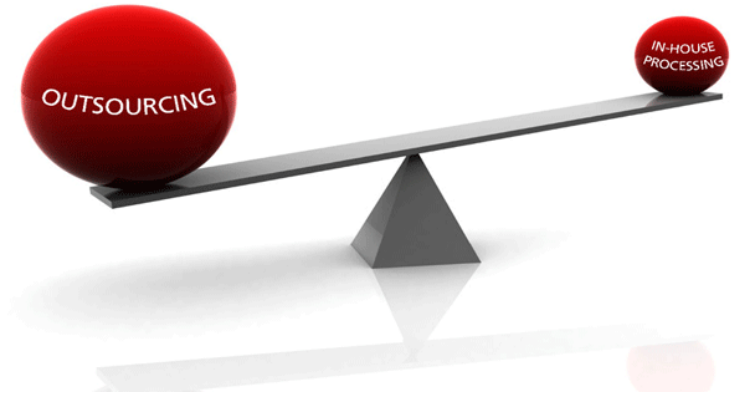
- Labor management cost is usually very high (recruiting, training and other labor policies).
- High risk in human resource management due to a large number of call agents.
- Hard to optimize the advantages of company due to the task of implementing this service.
- Considerable administration cost





Outsourcing therefore is a solution to the above problems and minimize the cost for this indispensable service by offering the below advantages:

- Optimize companies' core advantages
- Minimize the management cost
- Save time and resources
- Minimize time approaching the market
- Maintain customer relationship effectively and efficiently
- Strengthen the ability to coordinate outsourcing strategies with partners to initiate cross selling services
- Support to measure customers' attitudes and behaviors towards companies services.



Why should you choose NTV?

- Clients' benefits is our top priority because we believe that clients' success is our success.
- Our staffs are well-trained, dedicated and responsible. We offer regular training activities to advance and update employees' skills based on market demands.
- We save your time and cost while maintaining and promoting your business values to clients and customers
- We understand the local market and we know how to communicate with customers satisfactorily
- We are equipped with modern technologies to ensure high productivity and to optimize our service capacity.



COMMITMENTS

Professionalism

Communicate with customers according to a scientific timetable, communication method is friendly and to the point. Calls are made based on updated database.

Effectiveness

Customers are satisfied

Capacity

Update database system & modern technologies

Human Resource

Experts in database system, communication, human resource management and customer care

CONFIDENTIAL

Strongly adhered to confidentiality in protecting partners' database following clear agreements.



THANK YOU

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