



Southern Cross Technologies  
Technology and Beyond

## Contact Center Services





# Southern Cross Technologies

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Since 2003, Southern Cross Technologies has been providing worldwide Business Process & Information Technology Outsourcing services across industries including technology, energy, government, transportation, financial services, education and healthcare. We provide complete contact center services including voice, and chat based sales, technical & customer support services. Our facilities operate 24/7 catering to customers from all over the world. Following are some of our contact center services:

### Inbound & Outbound Call Center Services

SCT through its inbound call center services, provides the same global capability to help you leverage all critical customer contacts. Our in bound call center offers customer service and problem resolution, technical support and consulting as well as supporting your customer development through lead qualifying and order processing. Some examples of the inbound call center services - customers calling for sales, technical and customers support, order status, etc. Examples of outbound call center service include outbound calling to sell wireless services for a telecom provider, outbound travel holidays etc.

### Live Web-Chat Services

SCT offers both proactive and reactive live chat capabilities to help you fully leverage your web site traffic. Our agents will engage site visitors to clarify your capabilities, answer questions and generate business. We use the best available technological solutions to deliver a seamless service. We provide sales and support services through website chat.

We use the best available resources for our services. All resources are highly educated and motivated. Most of our contact center staff is university educated and possesses excellent customer management and technical skills. In addition, our comprehensive training programs ensure ease of communication, efficient customer service, and advanced product knowledge - providing a seamless and transparent experience for your customer.

### Technology Infrastructure

We use the most modern and innovative technologies for our contact center platforms include fully integrated IVR , Data Leased Line with ISDN backup for Internet Connectivity, MVIP- Multi Vendor Integration Protocol telecommunication bus, Uninterrupted UPS and Generator Backup, Routers and Data Switches from Cisco with built in redundancies, etc

Please contact us for further information on client specific requirements and quote.

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