



COMPANY PROFILE

Welcome to Kaci call !

Your number one source for access to a dedicated and hard-working team! With many years of experience in the call center industry



2024

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Introduction



Kaci call was founded in 2019 by **C.E.O MR GHASSEN MANSOURI**. The idea for kaci call came to Mr Mansouri when he realised there was a gap in the market for a call centre that offers highly skilled agents at a competitive price! Kaci calls first projects were completed using his personal laptop, reaching out to potential clients and offering his skills for a great price! Before he became a successful business man he previously worked in the hospitality sector where not only did he learn 6 different languages,



it also enabled him to use his skills to train and teach his team to always put the customers needs first and to always be one step ahead in order to resolve issues professionally! His passion and determination built a business that continues to improve and grow due to his commitment and hard work. He actively manages the business on a day to day basis and has 10 years of experience in this field.

why us ?

With so many call centers and call center providers out there, you may be wondering what makes us stand out from the rest? Why choose us? **Not only do we offer highly skilled agents at competitive prices**, we also ensure that each agent we hire is hard-working, reliable and committed to providing the best service possible! We strive to be the best!



Not only do we offer a high level of quality and years of experience, we also provide all of this without the heavy price tag! Our goal is to give you what you need, and our expert agents will ensure you receive **excellent service 24/7 365 days a year!**

Our mission

We want to help our clients achieve their goals and to seize opportunities, and with our help realise their growth potential in order to have a thriving business. We live in a world where face to face communication is rapidly declining so it's our job to provide our clients with agents who can both sympathise with customers and make them feel like they are heard and not just a number waiting in line!



It is our mission to not only build but to promote lasting and lifetime client relationships by making sure we deliver 100% customer satisfaction! We are committed to exceeding your expectations around the clock.

Our Vision

As a company we are so much more than simply a service provider. We have become a trusted partner that our clients can rely on. We always deliver exceptional results and our team are always available ready to help.

“
*Our vision at kaci
call is to become
known
for our
exceptional
service*”



to work together with our clients and contribute to their longevity in the marketplace. We want to create a better everyday life for your business, we want to have an impact on the world and help your Business be the best it can be!

Services

We offer a host of call center services that can be categorized under four main heads which are as follows:

- 01. Inbound Services
- 02. Outbound Services
- 03. Technical Support Services
- 04. Market Research And Survey
- 05. Blog writing service



Other services?

If you need us to provide you with a service that isn't on the list, just ask! Together we can accomplish anything!

Our experienced team undergo extensive training before they are assigned to any client account, the training is on going to ensure that each team member is knowledgeable and up to date with everything correctly!

With a high level of customer service we will ensure that we meet customer expectations at all times. Our aim is to also ensure that the customers who we are dealing with stay engaged at all times therefore it is essential to complete the service within an acceptable time frame. No more customers facing frustrating hold times. No more answer machines or missed calls! Keep your customers happy and your business thriving!

Kaci call allows you to be a 24-hour business without having to hire staff to work round the clock! We can offer support at times of high call volume and outside of the normal 9-5 working day. It allows you to provide the best customer service and take advantage of all potential business opportunities day and night.

01 Inbound services

Here at kaci call our number one priority is making sure our customers are fully satisfied, our team deal with a high volume of calls on a daily basis and every call is as important as the last!

Our CSR team are fully trained and can handle multiple tasks at a time including handling complaints, confirming orders, collecting feedback and generally offering friendly and helpful support to customers. Whether it's calls, live chat or email services you require our team are ready to serve you!

Customer satisfaction

Let's face it! There's nothing more frustrating than being stuck in a queue for hours on end waiting to speak to an operator, we've all been there! Rest assured that our team are dedicated to making sure that all calls are answered as quickly as possible and that the waiting time is eliminated completely. Our team dispatch's calls to different departments to ensure you speak to the right operator. We have a duty of care to our customers and will always provide the best service to ensure complete customer satisfaction!

02 Outbound services

Prospective customers are just as important as a company's existing ones and we fully understand how important it is to make sure that all outbound calls are handled with care and experience! Outbound call services are a must have for any business who are looking to expand their business and increase their sales! The kaci call team have years of sales experience as well as after sales experience and quality control.

Whether it be reaching out to a potential customer or simply following up with a previous one, our agents are trained in all areas and will provide you with exceptional customer service!

**“We cater
to the
customers!”**

03 Technical support services



Have an issue that needs resolving?

So many of us when buying a product can face difficulties with either the construction of the item or simply a fault that needs repairing. Our agents not only diagnose and repair faults, they are also fully trained in resolving network issues and installing & configuring hardware and software. They also have years of experience working with various apps and can offer support to users no matter what the issue.

It's important for any customer who may be facing these issues to be able to speak to a qualified technical support agent and our team are the best in the business! No matter what the issue is we will resolve any problems you may be facing and do so with compassion and patience! Due to the importance of them being able to resolve any technical issue that you may be facing and doing so efficiently, our support teams skills are an asset to our company and we pride ourselves in provide the best technical support there is.



04 Market research and survey

Who doesn't want to know their customers better ?

There's no doubt about it that when it comes to market research it's vital for developing your marketing strategy as it provides amazing insights to your business & on the wider market place! Market research is a great way of empowering companies to make more informed decisions which are backed by solid data! By conducting this research you are

Understanding your customers as well as making more informed decisions. Our dedicated team will research, compile and analyse certain information on products in order to identify potential new sales opportunities. Our agents collect certain data about sales trends, products and customers in order to better understand what the customer wants which helps develop future marketing plans!



Conducting surveys is also an important part of growing your business and understanding what's working and what's not! Our team use methods such as questionnaires, market analysis surveys and public opinion polls to determine what's the best way to improve your business and keep up with your competitors! Let us do the hard work for you.

05 Blog writing service

Why are blogs important for your business?

Blogs are most definitely the easiest way for potential customers to access information on your business, including any new products you are launching, any business updates and any current promotions! Having blogs on your website is also a great way to boost your social media presence as it helps your business /brand get recognition via social media. We have experienced blog writers who can cater to your needs. Our writers answer the questions your customers and readers have without them having to ask! It's crucial to create and have valuable articles on your website for your target audience to entice them and show them why they should chose you! With our help your business can grow to its full potential and continue to have success year after year! Let our writers do the hard work and sit back and enjoy the benefits!



Get in touch

we welcome the opportunity to connect and explore potential collaborations or address any inquiries you may have regarding our company and services.

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