



Brand Guidelines



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About the Brand

Founded in 2017, Yellow Calls provides game-changing customer support along with world-class services handled by experienced call center professionals. Our call center agents will provide high-quality services with quick turnaround time. Through well-defined SLAs, globally recognized SOPs, and industry expertise, we provide efficient and scalable services that drive business success

Our services can also be customized to handle various call center scenarios, making it ideal for small or large-scale operations. Our BPO agency devises effective business process outsourcing models through deep analysis of client pain points, overheads, and bottlenecks. We employ highly advanced BPO outsourcing technologies in our state-of-the-art infrastructure to furnish industry-acclaimed solutions for various outsourcing requirements that render stellar enterprise transformation



Vision & Mission



Vision

To be a leader in outsourced call center services, providing innovative AI call center solutions globally.

Mission

Delivering customized call processing solutions and AI customer support, enhancing client interactions, and driving business growth.



Core Values

Innovation, customer satisfaction, reliability, efficiency, transparency, and excellence in delivering AI call center solutions.





Brand Goals

We aim to revolutionize call processing services with cutting-edge AI customer support that enhances efficiency and customer satisfaction. Our exceptional call processing services solutions provide businesses with scalable and cost-effective AI customer service and customer support outsourcing options. We believe in turning every call into a growth opportunity through AI customer care and innovative strategies. We seek to maintain leadership by using innovative solutions together with established trust networks to assist in our clients' ongoing call processing services.

USPs



COST EFFECTIVE SOLUTIONS

Servicing a diverse client portfolio, we are competent in creating customized, scalable, agile, and effective solutions.

BUSINESS INTELLIGENCE

We facilitate benefit realization by providing actionable insights to perceive the requirement and bring efficiency.

TECHNOLOGICAL ASSISTANCE

Championing technological solutions that are inclusive and at par with global standards to deliver unsurpassed results.

INDUSTRY EXPERIENCE

As a trusted outsourcing partner with top-of-the-order leadership, we align our people, processes, and technology with your values.

PEOPLE TOGETHER

We prioritize the growth and well-being of our employees, fostering a motivated workforce that delivers excellence. By investing in continuous learning, leveraging technology, and adhering to the best industry standards, we create value for both our team and the businesses we serve.

Our Services



INBOUND/OUTBOUND CALL SERVICES

Our call center services are tailored to meet the unique communication needs of businesses, offering solutions for inbound and outbound calls, customer support, technical assistance, sales, and more. Focused on building trust and driving conversions, we ensure efficient, professional, and personalized interactions through skilled agents and advanced technology.



CHAT & EMAIL SUPPORT

Email and chat support services are essential for businesses to manage customer queries efficiently. Email support allows timely responses to a high volume of messages, while chat support provides instant assistance, enhancing customer experience and preventing drop-offs. Both services help businesses maintain smooth communication and customer satisfaction.



BACKOFFICE SERVICES

Our back-office services include data entry, order entry payroll processing, inventory management, document handling, and administrative support. By outsourcing these essential functions, businesses can reduce costs, enhance operational efficiency, and focus on strategic growth. Our expert team ensures accuracy, confidentiality, and timely execution, driving seamless business operations.

Our Services



DEBT RECOVERY

Debt collection is crucial for businesses with unpaid debts. Outsourcing helps improve cash flow and streamline the process. We provide efficient collection services that maximize recovery quickly while maintaining positive customer relationships for future business.



VIRTUAL EMPLOYEES

We offer cost-effective, skilled remote staffing solutions across a wide range of domains, including IT, legal services, software development, digital marketing, customer support, and back-office operations. Our tailored virtual employee services enable businesses to scale efficiently, enhance productivity, and drive growth, all while minimizing the complexities of traditional recruitment.



ADMINISTRATIVE SUPPORT

Our administrative support services increase operational efficiency through meticulous task management. Our team handles data entry and document processing alongside appointment scheduling and customer inquiries to create streamlined workflows.

Global Presence



Contact Information

HOW TO REACH OUT



Phone Number

+91 99100 91435



Email Address

info@yellowcalls.in



Website

www.yellowcalls.in