

A large blue triangle pointing to the right, positioned to the left of the company name.

# DIALDESK

India's Only "Pay As you Use" Solution



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# About Us

## Your Customers | Our Priority

Dialdesk is the first-of-its-kind customer service solution for businesses of all sizes and domains.

It is a unique platform which amalgamates IVR, Dialer, CRM, 24/7 Human support, Omni channel enabled suite in an AI enabled environment



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Customer Interactions - 1576.8 Billion + | Clients Served - 400+ | Industries - 10+ | Languages - 10+



## Our Vision

All businesses to deliver world class CX



## Our Mission

Our Mission is to help business have complete control on their sales, marketing & customer experience functions. We do this by creating world class CRM and automation widgets. We deliver World class outsourcing solutions using the right blend of People| Process| Technology resulting in increase of sales, reducing cost and winning customer for life.

# Our Promoters



A Technical and Finance expert with a penchant for continuous improvement. Anything which is mediocre has never impressed him.



A Dreamer, Author, Investor, Keen Learner, CX Expert, A Business Process , Management Expert, with an Eye for fixing possibilities in new adventures.



An Operations management expert with a keen eye of innovations and automations to deliver the perfect CX . Finding opportunities in challenges is her key expertise

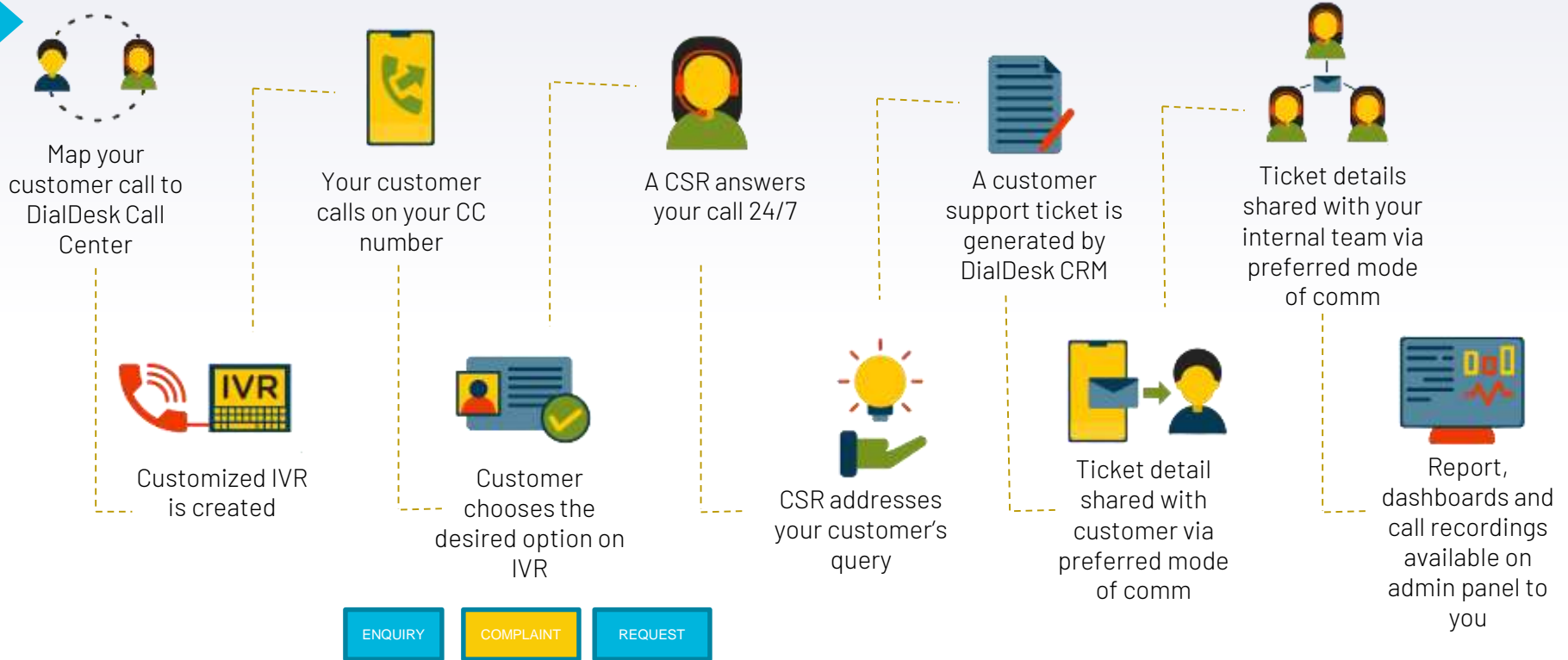


# Why DialDesk?

- ▶ To Create Simplified Data Driven Customer Experience
- ▶ To use customer interactions in the best possible manner
- ▶ To deal with customer complaints with required expertise from all channels
- ▶ To Convert your customer interactions into meaningful data



# The Solution - DialDesk



\*You are only billed for the minutes of the interaction between our CSR and your customer

How DialDesk increases your Sales up to 391%?







Leads coming from various sources



24/7 Human support -  
Leads called in 5 minutes  
through automation



First Level Information is  
provided to the customer  
and steps guided for  
conversion



Automated  
emails &  
SMSs can be  
sent as per  
process  
requirements

## IMPACT:

- ✓ Increase in conversion %
- ✓ Enhanced customer satisfaction
- ✓ Win over customer trust
- ✓ Mileage over competitors
- ✓ Brand promotion
- ✓ High profit margins
- ✓ Improved efficiency of sales team
- ✓ Motivated employees



Filtered leads passed on  
sales team for focussed  
approach

# How DialDesk boosts your CX?





Customer reaching support through various channels



Inbound support starts with IVR



24/7 Human support



Automatic ticket creation

Automated emails & SMSs are sent out to customer and client's team for further action

## IMPACT:

- ✓ Happy Customers
- ✓ Reduction in customer service cost
- ✓ Opportunity to sell
- ✓ Increase in first time resolutions
- ✓ Mileage over competitors
- ✓ Brand promotion
- ✓ High profit margins
- ✓ Improved efficiency of service team
- ✓ Enhanced CX – Increased revenue
- ✓ Indepth Insights and analysis on product & services

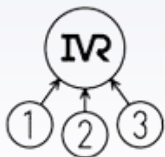


TAT and escalation management leading to happy customers



Backend service team works on ticket as per TAT

# Key Features - DialDesk



**Customized &  
Dedicated IVR**



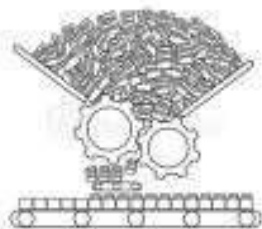
**24/7 Professional  
Human support**



**Customized Ticket  
Management System**



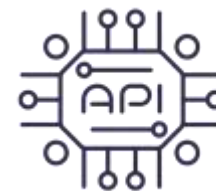
**Process Designing &  
Consultation**



**Workflow Automation**



**Realtime Intelligent  
Business Insights**



**Seamless Integrations with third  
party platforms offering API  
exchanges**

# Cloud Telephony Solutions



**Cloud Based Call center software**



**Missed Call Service**



**Customized Mobile-based calling**



**IVR – Solution/Automation**



**Remote Calling Solution**



**Number Masking**



**Virtual Front Office**



**IVR Blasting**



**OTP Services**

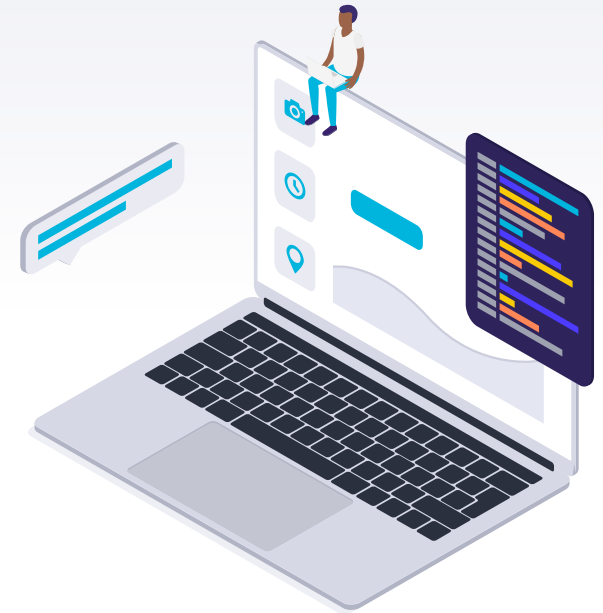
# Sales & Customer Support CRM

## Sales Management Software

- ❖ Sales Execution CRM
- ❖ Marketing Automation
- ❖ Field Force Automation
- ❖ Self Serve Portal for customers, prospects & referral partners

## Customer Support Software

- ❖ Ticket Management
- ❖ Inventory Management
- ❖ Accounts Management
- ❖ Vendor Management
- ❖ Service Engineer Management
- ❖ GPS enabled Mobile Application



# Some Brands who trusted us

**BALTRA**<sup>®</sup>  
Home appliances



**USHA**  
SHRIRAM



**EVEREST**

**AKAI**



**exalta**<sup>®</sup>  
knowing green innovations



**i2e1**  
information to every one

**Durian**<sup>™</sup>



**Rx Infotech P Ltd**

**DLFA**

**LLF** Language and Learning  
foundation

# Some Brands who trusted us



GIRISH



SPARE MASTER



aiwa



khaitan  
AVANTE



ZAPBYTES



motherson sumi  
systems limited



Nature's  
ESSENCE  
Acupuncture Beauty Solutions



Blue  
Heaven<sup>®</sup>  
COSMETICS



Organic  
HARVEST



arb  
accessories  
complete library for solution



SUMMERKING  
BE THE BEST



G  
GIGANTIC



SAINT-GOBAIN



snapdeal



WheelsEye



# OUR CERTIFICATIONS



# THANKS!

## Any questions?

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