



Contact centre



Inbound



Outbound



Online sales



Database



Appointment



Website



Appointment



Testimonials

Boutique,
cost-effective
support and
sales solutions
for your
business

LevelUpToday!

POWERING SUCCESS, ONE CALL AT A TIME.

Delivering Boutique Customer Support & Sales Solutions That Drive Growth



Outsourcia
Global



OutsourciaGlobal

Boutique Customer Support & Sales Solutions for Growing Businesses

We're your behind-the-scenes powerhouse, delivering **cost-effective, boutique contact centre services** that free you from the daily grind of customer communications. Whether it's answering inbound calls, managing sales follow-ups, handling online orders, cleaning up your database, scheduling appointments, or making sure customers keep coming back - we've got it covered. You focus on the big picture. We'll handle the details.

WhoWeAre

Every conversation with a customer is an opportunity - to solve a problem, to make them smile, to keep them coming back. At OutsourciaGlobal, we turn those moments into business wins by blending **human warmth, expert training, and proven processes**. We don't just "do the job" - we become your brand voice, your relationship builder, and your secret weapon for growth. Our boutique approach means we mould our services around you - your tone, your priorities, your customers.

1 WhatWeDoBest

Where Customer Connections Turn Into Business Wins

Our services are designed to slot right into your operations, so we become a seamless extension of your team. We give your customers exceptional service, your sales a boost, and your brand a reputation for professionalism and care.



PickUpThePhone 2 (Inbound Services)

Professional, Friendly, and Always On-Brand

We're the voice on the other end that leaves your customers thinking, **"Wow, that was easy."** Whether they're calling to check an order or troubleshoot a product, we make sure they hang up satisfied.

Handle product and service questions with precision and warmth. 

Provide real-time order tracking and delivery updates. 

Troubleshoot technical issues quickly and clearly. 

Offer multi-channel support: phone, email, and live chat. 

InboxZero 3 (Email Answering)

Fast, Accurate, And Brand-consistent Replies

An Overflowing Inbox Can Be A Sales Killer. We Keep Yours Organised And Responsive, Ensuring Every Email Is Answered Quickly, Professionally, And In Your Brand's Tone.

Respond To Sales And Service Enquiries Promptly 

Manage Complaint Resolution And Escalation Tactfully 

Craft Professional, On-brand Replies Every Time 

Reduce Response Times To Meet Or Exceed Service Targets 

4 **MakeTheFirstMove**

(Outbound Services)

Proactive Engagement That Drives Results

We don't wait for opportunities to come knocking - we go out and get them. Our outbound services are designed to keep you top-of-mind and ahead of your competition.

-  Follow up with leads to close more deals faster.
-  Conduct customer satisfaction surveys to gather feedback.
-  Run upsell and cross-sell campaigns to grow revenue.
-  Send renewal reminders and reactivation calls to retain customers.

5 **ClickToClose**

(Online Sales Management)

Seamless Transactions from Start to Finish

From browsing to buying, we make sure every online interaction feels smooth, safe, and simple.

-  Process website and e-commerce orders quickly.
-  Answer pre-purchase product questions to guide decisions.
-  Recover abandoned carts with targeted follow-ups.
-  Coordinate with fulfilment teams for accurate deliveries.

Clean&Mean 6

(Database Cleaning)

Accurate, Organised, and Marketing-Ready Data

A messy database means wasted time and missed opportunities. We keep yours fresh, clean, and ready to fuel your marketing campaigns.

- Remove outdated or duplicate entries to streamline data. 
- Update and verify customer details for accuracy. 
- Segment data for precise, targeted marketing. 
- Maintain GDPR and privacy compliance to protect your brand. 

Keep'Em 7

ComingBack
(Client Retention)

Loyalty That Pays Off

It's not just about making the sale - it's about making the *next* one. We help you turn satisfied customers into loyal advocates.

- Manage loyalty and rewards programmes that customers love. 
- Send personalised follow-ups after purchases to build rapport. 
- Run win-back campaigns to re-engage lapsed customers. 
- Maintain regular, value-packed contact to strengthen relationships. 

8 LockItIn

(Appointment Making)

Scheduling That Saves You Time

Empty slots in your calendar? Not anymore. We fill your schedule with high-quality opportunities and keep things running like clockwork.

- ✓ Book sales meetings, demos, and consultations with qualified leads.
- ✓ Send confirmations and reminders to keep attendance high.
- ✓ Manage your calendar so you never miss a beat.
- ✓ Reduce no-shows with friendly, timely follow-ups.

9 WhyWe'reYour

BestBet

Built for Real Businesses. Powered by Service Excellence.

We're not a faceless call centre - we're your partner, your brand ambassador, and your competitive advantage.

- ✓ **Boutique approach** – customised solutions, not cookie-cutter templates.
- ✓ **Cost efficiency** – premium results without premium costs.

Scalable solutions – adjust as your business grows ✓

Expert team – trained in sales, service, and customer engagement ✓

OurMission 10

Empowering Businesses Through Every Interaction

Our mission is to help businesses like yours grow through exceptional customer engagement - increasing loyalty, boosting sales, and creating lasting brand impressions. One conversation at a time.

OurFocus 11

Helping You Shine in a Competitive World

We know great service is non-negotiable - and so is keeping costs lean. With the right people, processes, and technology, we give you both, so you can compete and win in today's market.

HowWeRoll 12

Simple, Efficient, and All About Results

Discover - We learn your goals, processes, and brand voice so we can serve customers exactly the way you would. ✓

Design - We create a tailored outsourcing plan that's as unique as your business. ✓

Deploy - We integrate seamlessly into your systems, becoming part of your team from day one. ✓

Deliver & Improve - We measure performance, refine strategies, and keep getting better. ✓



LevelUpYour Business inSeconds

Complete our short form by scanning the below QR Code; and start delivering next-level customer experiences - quick, easy, and effortless.

All it takes is a few **seconds** to complete our short online form - no mountains of paperwork, no drawn-out processes. Once we have your details, our team will be in touch to tailor a solution that fits your business perfectly. In just a few simple steps, you'll be on your way to better customer service, stronger sales, and improved client retention.

GetStartedToday!



www.outsourciaglobal.com



Disclaimer

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Outsourcia Global provides customer support and sales solutions as a business-to-business service provider. Although we are committed to delivering exceptional service, we do not guarantee specific results, as performance outcomes may be influenced by factors outside our control — including market conditions, customer behaviour, and internal business processes of our clients.

By engaging our services, clients agree that they remain responsible for their own business decisions, compliance with applicable laws, and accuracy of the information they provide to us. Outsourcia Global will not be held liable for any losses, damages, or inconveniences arising from the use of our services or reliance on our information.