

## PreciStat– Call Center Services

### CONTACT CENTER SERVICES

- Technical Support & Help Desk
- Acquisition and Sales
- Back Office Services
- Customer Care

### OTHER SERVICES

- Bookkeeping %
- Taxation Services
- Rotoscopy
- Transcription Services
- Remote Video Monitoring/Auditing

### CONTACT

#### PreciStat Data Services Inc.

8605 Santa Monica Blvd  
# 39418 Los Angeles,  
California, USA – 90069  
Phone: +1-650-204-9747

#### PreciStat IT Solutions Pvt. Ltd.

Plot# 23, Daspalla Hills,  
Vishakhapatnam:  
530003, Andhra  
Pradesh, India.  
Phone: +1-91-99498-  
00032  
Website:  
www.precistat.com  
E-mail:  
biz@precistat.com

Founded in 2004 PreciStat, Inc. is headquartered in California, U.S with operations in India and led by a U.S.-based management team. PreciStat provides a wide range of services to clients across the globe.

A global outsourcing company, PreciStat delivers the best multi-channel customer and technical support services in the call center industry. Since its establishment the company has successfully helped large and small enterprises deal with the challenges of contact center outsourcing by providing a unique blend of management experience, operational process best practices, state-of-the-art technology and a core philosophy of flexibility and openness.

PreciStat is a one-stop shop for contact center services delivering voice, live chat, email and BPO services. The Company has built in a lot of agility into its engagement and management models, constantly changing according to the organizational needs of its broad clientele. The long-standing experience in the industry has enabled the company to model engagements to adapt quickly to changes in markets & environments- both regulatory and competitive. These qualities ensure a long term, trusted and productive outsourcing relationship across all our solutions at price points that larger outsourcers cannot match nor the smaller ones deliver on.

### Call Center Support Services

The Company demonstrates a strong domain and process expertise across many industry verticals as exemplified by the following sample portfolio of clientele: the third-largest ISP in the US, a leading Debit Card company, a mortgage company, an online education institute, a leading golf site, a leading home accessories and furniture company amongst others. Some of our many call center capabilities are listed in the table below:

Table 1: Capabilities

Services	Description
Technical Support and Help Desk	<ul style="list-style-type: none"> <li>• Troubleshooting hardware &amp; software inquiries</li> <li>• Internet service maintenance</li> <li>• Up-sell/cross-sell programs</li> <li>• Dispatch</li> <li>• Field technician support line</li> <li>• Corporate help-desk support</li> <li>• Warranty or post-warranty support</li> <li>• Onsite help-desk appointment-scheduling and field technician</li> </ul>

<b>Acquisitions &amp; Sales</b>	<ul style="list-style-type: none"> <li>• Inbound and outbound sales</li> <li>• Order processing and fulfillment</li> <li>• Lead generation</li> <li>• Product information requests</li> <li>• Subscription renewals</li> <li>• Database management</li> <li>• Up-sell and cross-sell programs</li> <li>• Business-to-business sales solutions</li> </ul>
<b>Back Office Services</b>	<ul style="list-style-type: none"> <li>• Outsourced Accounting and Book keeping</li> <li>• Claims Processing</li> <li>• Ticket Processing, Order/Sales support</li> <li>• Scanning/Imaging and Data Entry</li> <li>• Correspondence Management</li> <li>• Application Processing</li> <li>• Online Content Management</li> <li>• Video Auditing and Monitoring</li> </ul>
<b>Customer Care</b>	<ul style="list-style-type: none"> <li>• Repeat purchases</li> <li>• Change of personal information</li> <li>• Complaint and issue resolution</li> <li>• Billing information</li> <li>• Courtesy calls</li> <li>• Reservations management</li> <li>• Loyalty clubs</li> <li>• Investor account inquiries</li> <li>• Dealer location calls</li> <li>• Insurance claim processing</li> <li>• Fraud detection/prevention calls</li> </ul>

### Voice Capabilities:

- **100% Call Recording & Playback**
- **Highly Scalable and Available VoIP Infrastructure:** PreciStat has designed its voice architecture with high availability and high quality in mind. We employ redundancy at the equipment level by implementing clustered servers and routers; at the networking level by provisioning multiple E1 IPLC lines from multiple carriers using multiple undersea cable systems and local loops to ensure uninterrupted services.
- **State-of-the art facilities and technology:** PreciStat uses proven Interactive Intelligence technology for our voice services. This approach enables us to quickly scale-up our operations for individual clients and very easily and inexpensively add and partition new clients into our infrastructure.
- **Extensively Trained Voice Agents with Tiered Escalation**
- **Dedicated Quality Assurance Agents**