Maximizing Business Potential with Tailored Outsourcing Services.

MAC INFOTECH

A LITTLE BIT ABOUT US

MacG Infotech:
Elevating Businesses through Tailored Outsourcing Excellence.

We excel in crafting bespoke outsourcing solutions that cater to the distinctive needs of businesses across diverse industries.

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OUR SERVICES

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Our team comprises skilled professionals, each dedicated to their respective fields, collectively exerting exceptional efforts to deliver unparalleled service tailored for you.

INBOUND SUPPORT

- Customer Support
- Order Processing
- Email & Chat Support
- Social Media Support

REVENUE GENERATION

- Lead Generation Services
- Appointment Services
- Telemarketing Services
- Sales Support Services

WEBSITE SERVICES

- Web Design Services
- Web Hosting Services
- Graphic Designing Services
- Digital Marketing Services

WHY US?

MAC INFOTECH

EXPERIENCED TEAM OF PROFESSIONALS:

A skilled and seasoned team dedicated to providing expertise, ensuring your project is in capable hands.

CUTTING-EDGE TECHNOLOGY:

Employing the latest and most advanced technologies to stay ahead, delivering innovative solutions tailored to your needs.

CUSTOMIZED SOLUTIONS:

Tailoring our services to your unique requirements, ensuring a personalized approach that aligns perfectly with your goals.

COST-EFFECTIVE SERVICES:

Providing high-quality solutions without breaking the bank, ensuring affordability without compromising excellence.

24/7 SUPPORT:

Uninterrupted assistance whenever you need it, with a dedicated support team available around the clock to address your queries and concerns.

RECRUITMENT PROCESS

MAC INFOTECH

STEP 1: PERSONALITY INTERVIEW

Unlocking insights through probing questions – revealing character, strengths, and compatibility

STEP 2: APTITUDE, VOICE, AND ACCENT TEST

Conducting evaluations on aptitude, voice, and accent to measure proficiency and communication skills.

STEP 3: OPERATIONS INTERVIEW

Analyzing operational skills, critical thinking, and strategic capabilities during the Operations Interview.

STEP 4: CANDIDATE ONBOARDING

Combine document verification and candidate onboarding for a seamless and efficient start to employment

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TRAINING PROCESS

1.INDUCTION

Our Induction program extends a warm welcome, introducing you to our culture and guiding you through our practices.

2. SOFT SKILLS

Key interpersonal qualities crucial for thriving in any work environment.

3. PROJECT TRAINING

Empowering individuals with the expertise and knowledge needed for effective project implementation.

4. APPLICATIONS TRAINING

Mastery of software and tools to boost operational efficiency and productivity.

5. MOCK CALLS

Improving communication skills through lifelike simulated phone interactions.

6. CERTIFICATION

Verification of employee skills and proficiency.

TECHNOLOGIES WE EMPLOY

INTERACTIVE VOICE RESPOSNE

24/7 IVR Service

Ensuring constant availability for uninterrupted and seamless communication.

ANALYZED CALL REPORTING

Effortless and precise call routing to the appropriate team through automated systems for a seamless experience.

CALL RECORDING

All agent calls meticulously recorded to uphold quality standards and provide accessible insights for clients.

SKILL-BASED CALL FORWARDING

Streamlined call routing to the appropriate team with automated precision for a seamless experience.

LIVE CALL TRANSFER

Streamlined multi-level support featuring live call transfers between agents for enhanced efficiency.

CALL TRACKING AND MONITORING

Seamless and automated precision in routing calls to the correct team effortlessly.

CRM INTEGRATION

Effortless operations achieved through seamless CRM integration with our intelligent dialer system.

AUTOMATED CALL DISTRIBUTION

Automated precision in call routing, effortlessly directing calls to the appropriate team with ease.

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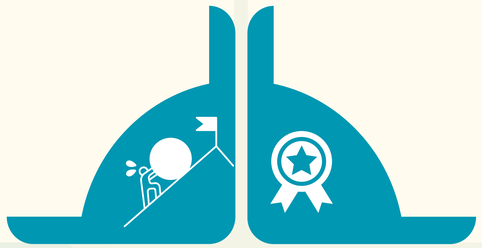
EMPLOYEE STABILITY PROGRAM

1

ADDRESS AGENT CHALLENGES



REWARDS & RECOGNITION

2

3

CAREER COUNSELLING

TEAM BUILDING EXERCISES

4

WHAT SETS US APART?

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NON DELIVERY REPORT

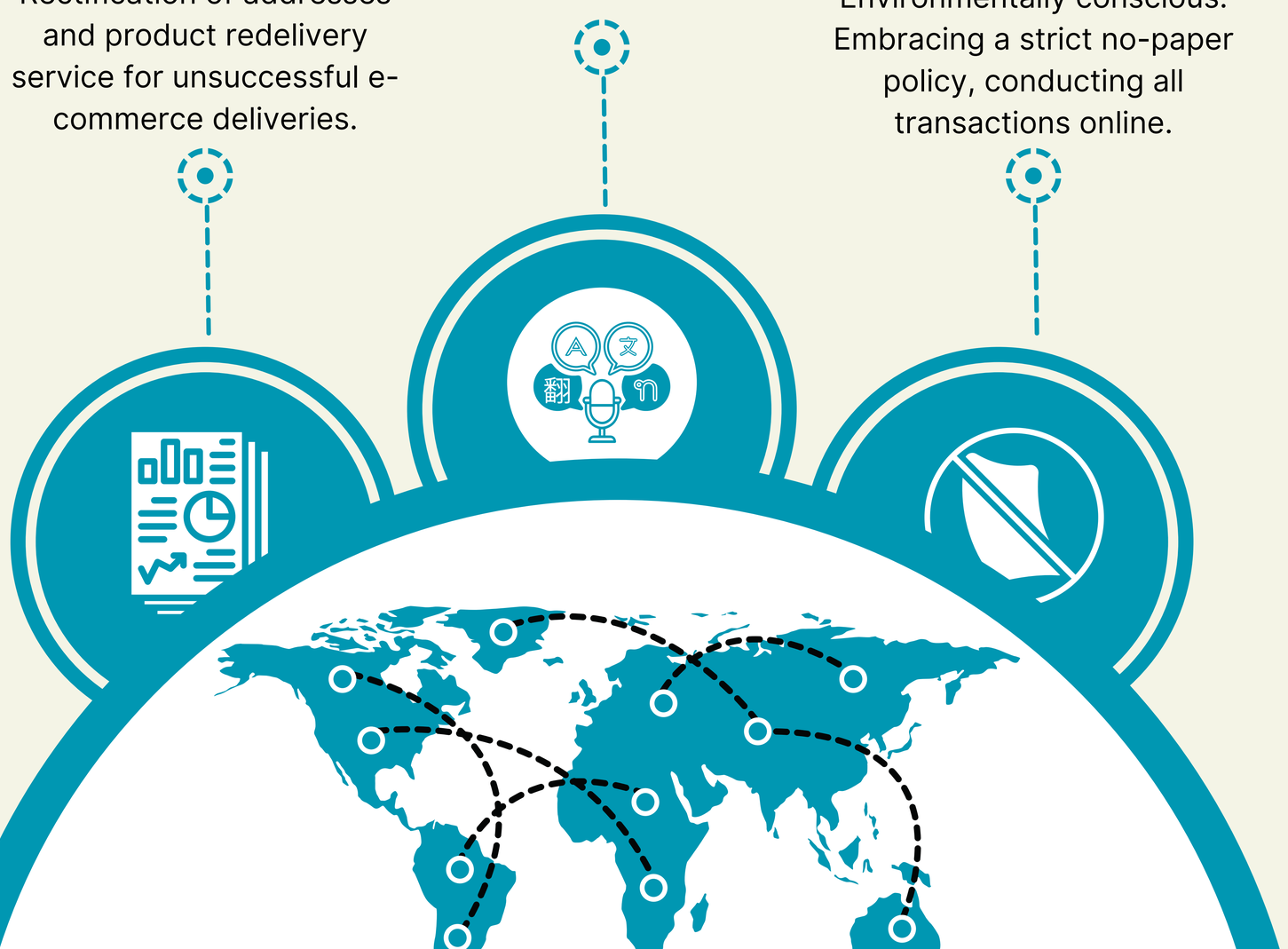
Rectification of addresses and product redelivery service for unsuccessful e-commerce deliveries.

INTERNATIONAL LANGUAGE SUPPORT

Our support services are available in a multitude of international languages.

PAPERLESS POLICY TO CONSERVE THE ENVIRONMENT

Environmentally conscious: Embracing a strict no-paper policy, conducting all transactions online.



MAC INFOTECH

REPORTING STRUCTURE

Daily, Weekly & Monthly Reports

Conduct report analysis for insights improvements

All the performance Reports

MAC INFOTECH

We look forward to elevating your business through
our tailored solutions and dedicated service.
Your success is our priority.

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THANK YOU

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