

**COLL** bridge

By **GODZILLA** Marketing

Call Center & Customer Services



**GODZILLA**  
MARKETING



ABOUT US

## Professional Customer Services

Get Your Leads Converted With Our  
Reliable & Professional Call Centre  
Experts

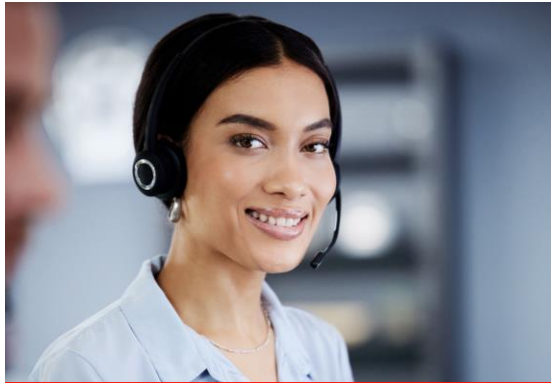
ABOUT US

# Why Choose Us?



## 24/7 CUSTOMER SUPPORT

we assist & attend your client 24/7  
as we work on different time zone



## EXPERIENCED


Our agent are regularly trained to  
provide the best services to your  
clients



## PROFESSIONAL

Highly educated & dedicated  
agent will be attending your  
clients





LL Bridge

# Mission & Vision



## OUR MISSION

- **Key Market:**

SME with a large sales turnover staff

- **Contribution:**

Our remote call center reduce considerably the fixed cost

- **Distinction:**

We train our staff regularly to assure the best quality leads and sales



## OUR VISION

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*“To be the most passionately referred call centre & customer services agency.”*

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# Core Values

## Dedicated

Our Agents are dedicated to only one clients we don't share the same resources .

## Professional

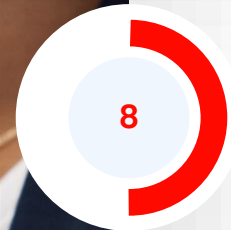
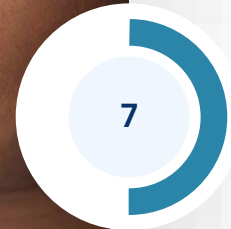
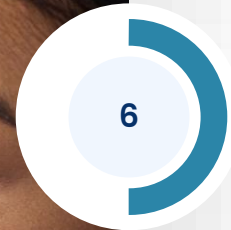
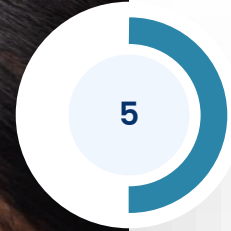
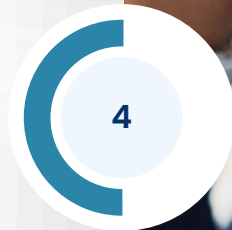
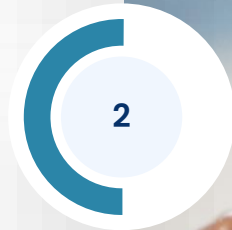
We pride our self with our outmost dedicated professional .

## Committed

We commit to fulfill 50 daily connected quality call .

## Honest

All the call will be recorded with the ability to monitor the call anytime, anywhere.



## Loyal

Once with us you became family

## Creative

We will help develop an effective commercial pitch to your client

## Consistent

The same condition will lead the same results all the time.

## Efficient

We will do the boring job when you focus on your core business



# Professional, Fast, Efficient

Expert Inbound & Outbound Call Center Agency

Several businesses opt for cloud-based or virtual customer service centers. This is because virtual call center provides combined services of outbound and inbound call centers with several advanced features.

A significant benefit of a cloud-based call center is that you can combine them with your existing tools like sale support systems or CRM.

An outsourced customer service center is a cost effective option. Brands that do not feel the need to hire employees and spend on:

- training
- office space
- technologies.

Some brands are concerned about time and cost related to set-up. They should opt for virtual call centers as they do not need any unique IT infrastructure or programming.





## OUR SERVICES

# Revolutionizing The World Of **Call Centers**

### **Inbound Call Center Services**

Focuses on assisting your customers who need instructions or require help to resolve issues. You can complain about your problem and have it fixed.



### **Outbound Call Center Services**

Our Employees are trained in such a way so that they do not come out as offensive to the customer's cultural sensitivity.



### **Tele-sales**

Our agents make calls to purchasers who are already existing customers to inform them about the characteristics of your services and products.



### **Social Media Customer Care**

The number of calls / Chats dealt by agents wide depends on the number of customers contacting the customer service. Some days, the inflow of calls may be peaking, which may be a lot lower on other days.



### **Incident Management**

customer service centers also call the customers to let them know about their previous complain and ways to resolve them.

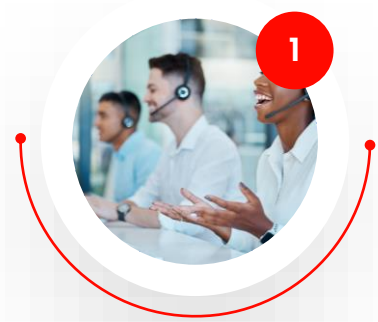


### **Database Cleansing**



OUR SERVICES

# Inbound **Call Center Services**



**Flexible Capacity with Seasonal Capacity Utilization**



**More Time for Your Core Business**



**Reduction of Fixed Costs**



**Qualified Employees**



**Easy Scalability**



OUR SERVICES

# Outbound Call Center Services



## Increased Productivity

Focuses on assisting your customers who need instructions or require help to resolve issues.



## 100% Answer Rate

No lost contact or leads



## Multilingual Call Center Agents

We provide: English / Arabic / Urdu / Hindi / French / Russian speaking agent to serve your client



## Regular Staff Training

We periodically upgrade our agent by training them



## Modern Technology Solutions



## Business Flexibility

24/7 CUSTOMER SUPPORT

1

**Sales Increase**

2

**Sell From a Distance**

3

**Bilingual Call Center Agents**



4

**Engage on a Global Scale**

5

**Streamline Sales Process**

6

**Save Valuable Time**

OUR SERVICES

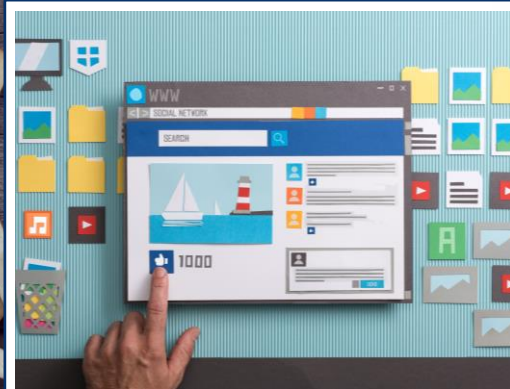
# Social Media **Customer Care**

# SOCIAL



## Live Chat Function

We support live chat services on social media & website



## Resolve Issues Instantly

24/7 CUSTOMER SUPPORT



## User Guides

With the proper training we will navigate your client through your services



## State of Art Technology

With our continuous training our agent are always UpToDate with the latest trend



OUR SERVICES

# Incident Management

- 10+ Years Experience in Incident Management
- Let Us Handle Your Brand Crises Swiftly
- Improve Your Reputation
- 100% Answer Rate
- Multilingual Call Center Agents
- Regular Staff Training
- Keep Existing Clients



User Guides



Increased Productivity

OUR SERVICES

# Database Update & Cleansing

**1** Reach the Right Audience

**2** Accurate Data Recording

**3** State of the Art Technology

**4** Updated Client

**5** Regular Staff Training

**6** Multilingual Call Center Agents



PRICING PLANS

# Choose Your Pricing Plan

## Basic Plan

**AED3500**

/ Month /  
Agent

[Features](#)

Minimum Of 5 Agents

English / Hindi

Sales & support

## Standard Plan

**AED5000**

/ Month /  
Agent

[Features](#)

Minimum 5 agents

Arabic / English

Sales & support

Virtual assistant

BEST

## Advanced Plan

**AED7000**

/ Month /  
Agent

[Features](#)

Minimum 5 Agents

Arabic / English /  
French / Russian

Sales & support &  
Virtual assistant

Provide leads.






# LL Bridge

## By GODZILLA Marketing

## Contact Us Today

 We Offer 24/7  
Customer Support!

### Our Address

Control Tower Motor city  
303- A08, Dubai, UAE

### Phone & Email

+971 557813382  
rosa@godzilla-marketing.com

 [www.Godzilla-marketing.com](http://www.Godzilla-marketing.com)

Call Bridge By GODZILA Marketing  
Call Center & Customer Services

# Thank You

Call Bridge by GODZILLA Marketing  
call Center & Customer Services

