

# CLIENTELE



# TESTIMONIALS

KServe's consistency in providing targeted footfalls on site and their in-depth knowledge of the real estate industry have been invaluable to our business. Their team is responsive, efficient, and highly professional. We truly appreciate their partnership and look forward to many more successful years working together.

## Hiranandani Group - Premier Real Estate Developers

KServe BPO's collaboration with EuroKids has significantly boosted operational efficiency by effectively managing our B2B & B2C enquiries, delivering excellent customer support and efficient data management. They've become a vital extension of the team, enhancing the experience for parents and prospective partners. A highly recommended partner for synergy and mutual benefit.

## EuroKids - India's Leading Pre-School Network

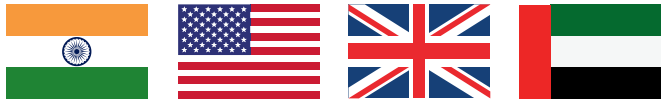
KServe has always gathered the relevant information for the projects in the stipulated time period, while ensuring reliability and authenticity of the information collected. We were pleased with KServe's data security measures, which assure us of the safety and confidentiality of the information provided to us.

## D&B - World's Leading Business Information & Credit Rating Agency

# ABOUT US

**PROCESS EXCELLENCE IS OUR FOUNDATION, POWERED BY PEOPLE & TECHNOLOGY**

- Healthcare
- Retail
- Automobile
- E-Commerce
- Energy & Utilities
- BFSI / NBFC
- Telecom
- Real Estate



*US, UK, Middle East, South-East Asia & many more...*

- 20+ Years of Adding Value
- 200+ Delighted Clients
- 1000+ Skilled Employees
- 470+ Integrations
- 6+ Years - Average Customer Retention
- 65% Business Through Referrals

- ISO/IEC 27001:2013 Certified by Intertek
- GDPR Compliant
- End to End Encryption
- Secure Data Vault

# TELEMONKS.ai

FAST | AGILE | KPI DRIVEN

## AI ENABLED ADVANCED BUSINESS SUITE



# CONTACT US

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## OUR SERVICES

- LEAD QUALIFICATION & SALES
- L1 & L2 ONLINE TECH SUPPORT
- CUSTOMER SERVICE MANAGEMENT
- BACK OFFICE PROCESSING
- UPSSELL / CROSS-SELL / RENEWALS
- COMPLAINT MANAGEMENT
- APPOINTMENT SETTING
- CSAT AND NPS SURVEYS
- MARKET RESEARCH
- UNSTRUCTURED DOCUMENT / DATA PROCESSING
- INVOICE PROCESSING



## OUR TECHNOLOGY



INTEGRATION ENGINE



WORKFLOW ENGINE



OMNI-CHANNEL WITH 360 VIEW



CHAT & EMAIL BOTS



AGENT ASSIST (AI CO-PILOT)



INTELLIGENT DOCUMENT PROCESSING



REPORTING AND ANALYTICS ENGINE



COMMAND CENTER FOR CXO'S



NLP & GENERATIVE AI ENGINE



14 LANGUAGES SUPPORTED



## OUR MODEL



FAST TO DEPLOY



NO SETUP COST - 100% OPEX



USE & PAY



PRECONFIGURED & CURATED



COGNITIVE NLP LED SERVICES



## OUR PROMISE



>= 1.5X TO 2X INCREASE IN SALES



>= 8% REDUCTION IN CHURN



>= 90% FIRST CALL RESOLUTION



>= 98% SLA ACHIEVEMENT