

Company Profile 2021



Client Care
solutions

www.clientcare.solutions



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About

Introduction

Client Care Solutions (CCS) is a one stop Business Process Outsourcing (BPO), providing a multi-channel approach to delivering Customer Service. CCS offers a wide variety of Customer Service solutions and we have the capacity to cater for any level of campaign with the use of the latest technology. We are currently operating 5 sites, two in Lusaka, Kitwe, Luanshya and Livingstone.

Background to Business Process Outsourcing

Business process outsourcing (BPO) is a method of subcontracting various business-related operations to third-party vendors. BPO involves outsourcing processes that are not core to a company, however, are essential for smooth operation of the company. The customer transfers the complete responsibility of these functions to the vendor who guarantees certain service quality standards. Benefits of outsourcing include cost savings, better quality and ability to focus on core competence.

Vision

To be a provider of innovative and cutting edge customer support services.

Mission

To provide quality and innovative customer support services to the satisfaction of our clients.

Goals

To be the number one provider of excellent customer services in Africa by 2026.

- Growing shareholders value.
- Affordable customer experience.
- Providing excellent career opportunities.
- Strategic information partnerships.

Values

- Courtesy
- Honesty
- Efficiency
- Excellence
- Reliability
- Understanding
- Professionalism

Why Us?

Quality Customer Experience

At CCS we work with each client to improve and develop their processes to ensure a high quality customer experience. Our detail oriented team will analyze each clients unique requirements. We focus on understanding and welcome your feedback to push ourselves towards excellence. The CCS team is committed to providing dependable 24/7/365 services. We believe in nurturing long-term and sustainable relationships with our clients through the following innovative practices:

- ◆ Cost-savings.
- ◆ We align our people, processes and delivery network according to our clients' businesses.
- ◆ Strategically align with the clients' objectives.
- ◆ Becoming a valued partner and "customer experience excellence" center, which actually increases brand loyalty and becomes an essential part of the overall client's customer strategy.

Services



Customer Service

We are a true extension of your company providing professionalism and knowledge for exceptional customer experience be it front desk, call in social media or email.



Data Entry

We enter data from various sources into the company computer system for processing and management.



Inbound/Outbound Calls

Inbound & outbound solution enables companies to maximize customer engagement with every contact and meet their customer expectations while managing costs.



Market Research

Gather valuable business intelligence effectively and efficiently with our team specializing in research and information gathering.



Social Media Support

We provide multiple communication channels on various platforms such as Facebook, WhatsApp and SMS to increase customer touch points.



Telesales & Upsells

We identify, engage & convert new leads, while increasing share of wallet with existing customers with our vast experience in closing the deal with our experienced team.

Contact

4th Floor Mukuba Pension House
Dedan Kimathi Road

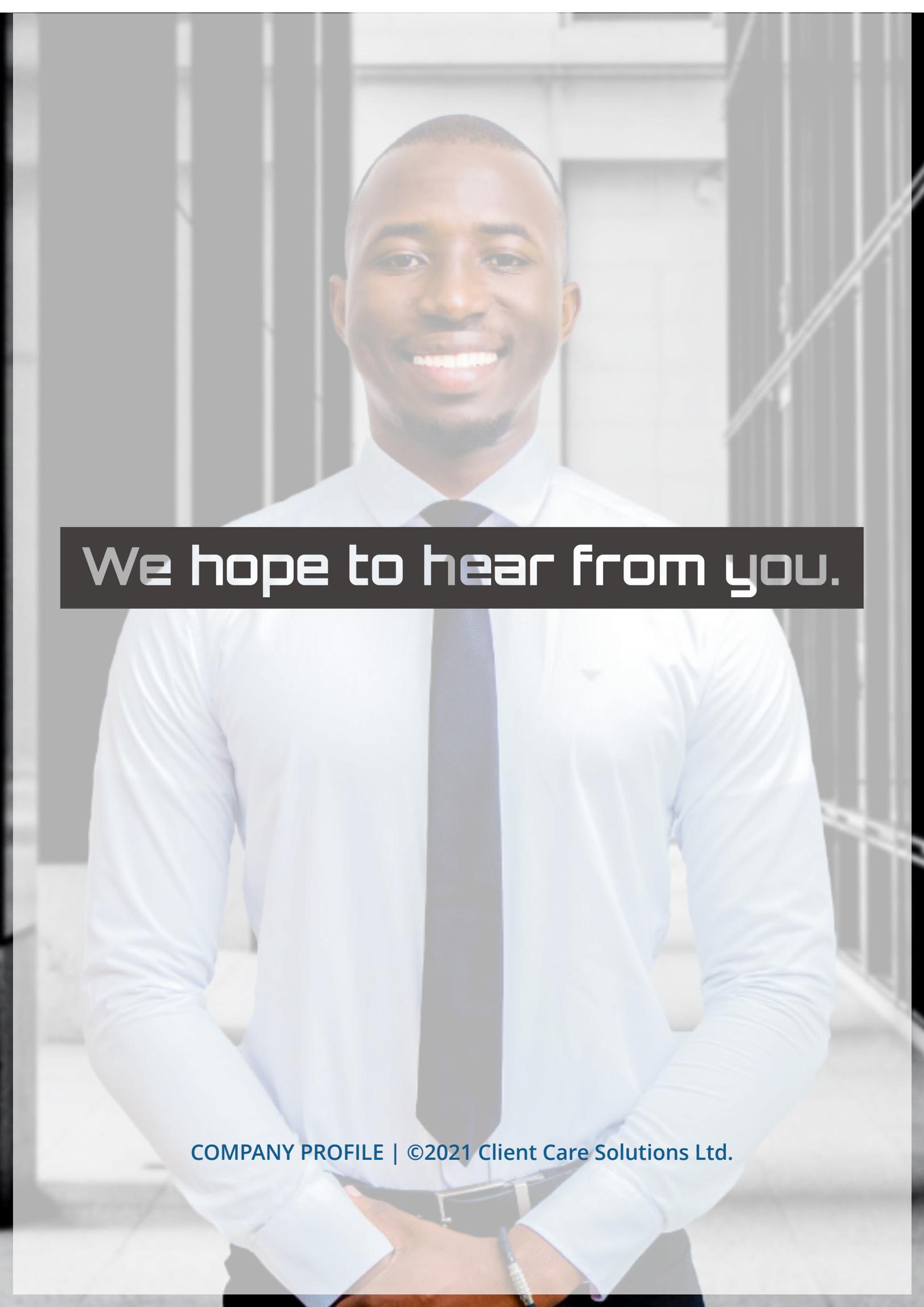
Contact numbers: 0950003572 / 0956538851

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A full-page photograph of a young Black man with a short haircut and a goatee, smiling warmly at the camera. He is wearing a light blue dress shirt and a dark tie. He is standing in front of a building with a white door and a metal railing. The image has a semi-transparent dark grey overlay across the middle where the text is located.

We hope to hear from you.

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