Callnovo- Your Global Call Center Services Provider

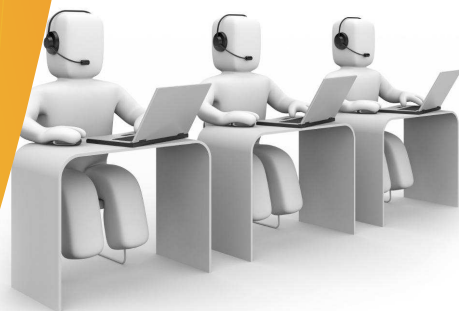## Your Business, We Understand, We Care and We Deliver

- *Main Office: Unit 1920-2627 McCowan Rd., Toronto, Ontario, M1S5T1 Canada*
- *Email: info@callnovo.com*
- *Web: www.callnovo.com*
- *Tel: +1-416-479-0416*
  North America Tollfree:1-866-920-9072
- *Fax: 1-866-300-2078*

■*China Operation Center:*
No.1 Building, No. 1 Rong Wan Rd.
Changsha City, Hunan Province
China

■*India Operation Center:*
6/34 Prakasam Street, T-Nagar
Chennai-600017
India

Hello 你好!

Callnovo
Your Contact Center Service Provider

Summary of Services:

Callnovo Virtual China Office
-Your Gateway to China Market

Voice Services
24/7
- ☑Customer Service
- ☑Tele-Sales
- ☑Technical Support
- ☑Lead Generation
- ☑Help desk
- ☑Cross/up Sale

Email Services
- ☑Trouble Shooting
- ☑Ticket Support
- ☑IT Support
- ☑Billing Inquiry
- ☑Email Sorting
- ☑Virtual Assistant

Live Chat Services
- ☑1-to-1 or 1-to-X
- ☑Chat Invitation
- ☑Full Record
- ☑Canned' Text
- ☑ Analysis Report
- ☑Support MSN, Skype, QQ, etc

Data Services
- ☑Data Capture
- ☑Data Mining
- ☑Data Verification
- ☑Document Processing
- ☑Document Conversion
- ☑Data Analysis

Hello 你好！

Callnovo
Your Contact Center Service Provider

Summary of Services:

- Voicetech Solution International (Brand Name: Callnovo) is a Canada-managed global contact center outsourcing and consulting company founded from 2004. We provide in-house Call Center remote outsourcing services and modern Call Center consulting services.

- Our in-house operations are from 2 offshore centers in local China and local India with over 110+ seats.

- We speak English, French, Chinese Mandarin, Chinese Cantonese, Arabic and all Indian languages. We do 24/7 B2B and B2C long-term or short-term campaigns for clients. Lots of our clients are fortune 500 companies in US, Canada, Europe and Australia.

- Our China Center is one of the very few successful China centers dedicated for overseas clients.

- We mainly focus on Inbound Customer Service, Inbound sales, Inbound Technical Support, Outbound Telemarketing, Outbound Appointment Setting, Email, Live Web Chat, and Data Mining
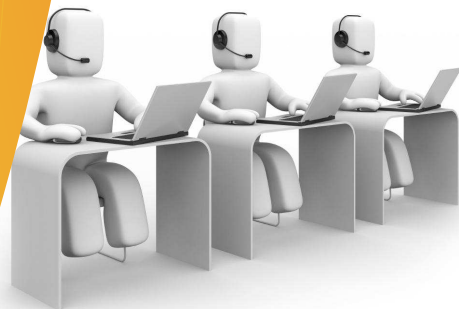
Hello 你好!
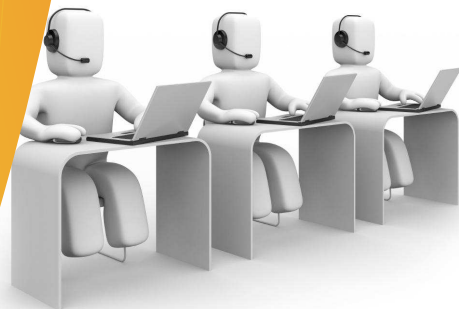
Call*novo*
Your Contact Center Service Provider

Vertical Expertise

- *Telecommunications Call Center—Residential VoIP, Business PBX System, ADSL Internet, Cable Internet, IPTV, Satellite, Cloud Software etc.*

- *IT and Cloud Computing related products Call Center-CRM, Cloud Backup, Virtual Phone System*

- *Global E-Commerce site Call Center -B2B trading site, B2C bidding site, B2B and B2C reverse bidding site*

- *Real-Estate Call Center-Real Estate agent, agency, Mortgage brokerage*
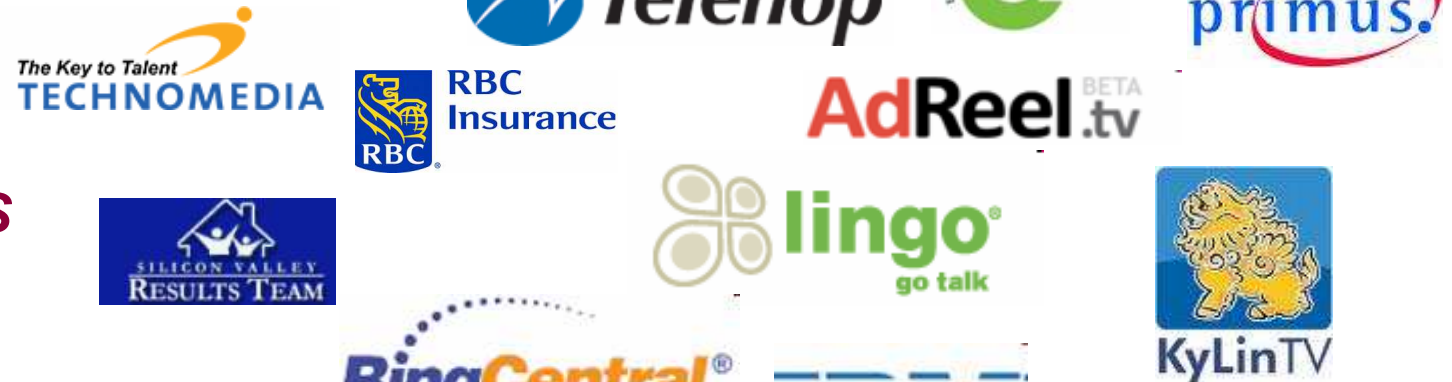
Recent Key Clients

Canada

yak

恒星 ROGERS™ authorized dealer

Bell Making it simple.™

Telehop

Oz

primus.

The Key to Talent TECHNOMEDIA

RBC Insurance

AdReel .tv BETA

US

SILICON VALLEY RESULTS TEAM

lingo go talk

KyLinTV

RingCentral® MAKING COMMUNICATIONS EASY

IBM

BringFido:

HK

Alibaba.com® Global trade starts here.™

Australia

Kodak

WorldOne RESEARCH

EdenPURE™

Europe

vaices it's easy

ENTERPRISE PARTNER Google

eset we protect your digital worlds ™

lyondellbasell

Hello 你好！

Callnovo Your Contact Center Service Provider

• Inbound Call

We can setup US/Canada Toll-free number or local number in any US/Canada city in a few minutes and take inbound calls from China call center with native Chinese speaker on behalf of clients. End-customers won't feel any difference and just feel the agents is in the same city.

• Outbound Call

On behalf of clients, our China outbound team makes outbound calls to US/Canada Chinese Business or Residential leads to make sales, or make appointment, or make invitations.

Hi, I am interested in your product. 嗨，我对你们的产品有兴趣。

Sure, I can help you! 我可以帮助您！

你好

Customers from any country

你好

Callnovo Chinese Agent
US$5. 5/Hour All Inclusive

Callnovo Off-Shore **Inbound** Campaign Process Demo

Hello 你好！

Callnovo
Your Contact Center Service Provider

• **Live Web Chat**

Our China online CSRs will stand-by 24X7 on be half of clients and chat with clients' web visitors. Simply embed a code into your web pages and you will be up and running. We take care all the rest.

• **Email Management**

Our Email Response solution manages your customers' email and web-form inquiries to ensure that they receive an appropriate response to emails quickly and accurately. We can also affiliate with 3rd party US/Canada Chinese websites to do email marketing to their members.

Callnovo Off-Shore Live Chat Process Demo

We provide expert strategy consulting services including:

- **Technology Strategy and Planning**
  Develop a vision and phasing for IT and telecom infrastructure and its improvements, including the move to VoIP, Social Media, Smart Phone and hand-held devices, and sales process automation.

- **Contact Center/Operations Strategy**
  Define positioning, role, and operational framework to meet your business goals, and the action plan to make it happen effectively.

- **Multi-channel Customer Contact Strategy**
  Develop a vision, define requirements, and establish an operational framework and governance structure to support traditional (voice, fax, voicemail, email, web, IVR) and emerging (chat, outbound alerts, social media, mobile applications) customer contact channels.

- **Multisite Strategy**
  You have your own office, and you hired our in-house call center staff, we also help you outsource the process to 3rd party call centers. So complicated? Don't worry, we can help you design a cohesive, multisite operation that optimizes your resources and performance during normal operations and responds effectively to disruptive events.

- **Metrics Strategy**
  Develop the appropriate metrics strategy for your business, including KPIs, accountability models, and the technology plan to provide the right information to the right people.

- **Outsourcing Strategy**
  Determine when and how to outsource or use in-house resources and when and how to use premise-based or hosted technology solutions.

- **Business Cases**
 Identify the benefits and develop the qualitative and quantitative analysis to support your plans.

Callnovo
Your Contact Center Service Provider

After defining and developing strategy, we can help execute strategy with these types of call center consulting services:

- **Call Center Design**
  Design new centers and multisite centers, and redesign existing centers.

- **Call Center Implementation**
  Provide project management or subject matter expertise to implement new centers or changes to existing ones.

- **Technology Selection**
  Develop requirements and conduct vendor evaluations.

- **Technology Design**
  Design contact routing strategies, develop migration plans, or address other specific technology needs.

- **Business Continuity/Disaster Recovery Planning**
  Develop executable operations and technology plans.

- **Process Design**
  Provide training, planning, and execution.

- **Organizational Design**
  Design or redesign your operations or IT/telecom.

- **Change Management**
  Provide training, planning, and execution.
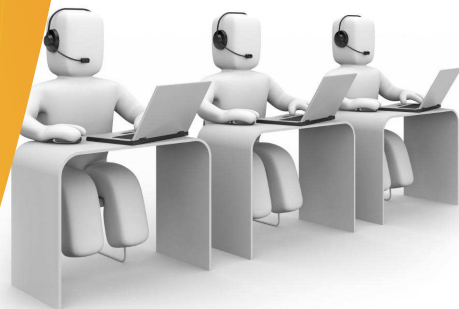
Callnovo
Your Contact Center Service Provider

In-House Call Center Outsourcing Service Pricing

Mandarin & Cantonese Call Center Service
(Off-Shore Location: Hunan, China)
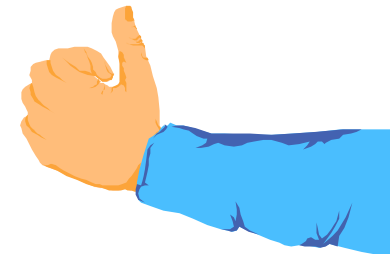**(All Inclusive)**

- **US$5.5/h. per agent**

English Call Center Service
(Off-Shore Location: Chennai, India)
(All Inclusive)

- **US$7.5/h. per agent**

Modern Call Center Consulting Service Pricing

- **Setup Fee: $500+**
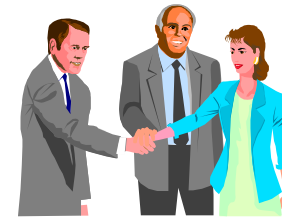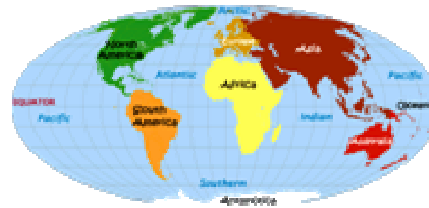- **Remote Consulting Fee: $30/hour**
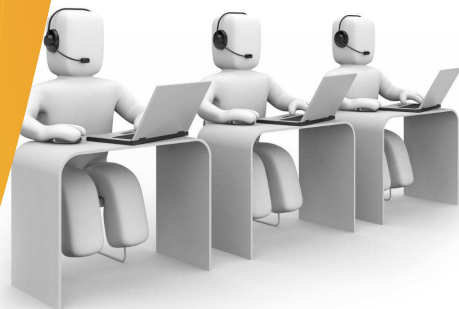- **Onsite Consulting Fee: $50/hour**

Hello 你好！

Callnovo
Your Contact Center Service Provider
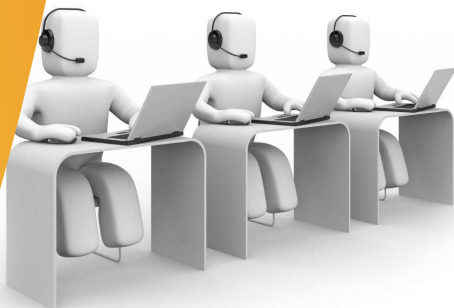
Mission

Multi-Language

-English. French
-Chinese Mandarin & Cantonese
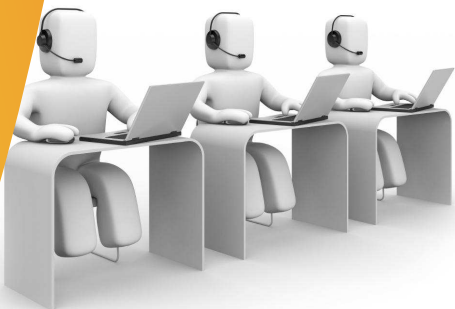-Hindi. Punjabi. More...

英语. 法语. 中文国语. 中文
粤语. 印度各官方语言和各
地方语言等.

- **Connecting You and Your Customers with Best Service Quality & Lowest Cost**

Callnovo
Your Contact Center Service Provider

Value

Your Business, We Understand, We Care and We Deliver

- Our call centers in China and India are operational on a 24/7 basis to guarantee service availability.
- We know PEOPLE is the key point to our success. We give employees the most competitive salary package.
- We gain insights into each client's needs during each process to ensure productivity and quality.
- For every 5 CSR's, we assign a supervisor who also works as a Quality Controller to ensure quality.
- We value clients' confidentiality and security in all processes.

Hello 你好！

Callnovo
Your Contact Center Service Provider

Management Team

CEO and Founder:

Jackie Xu

Toronto, Canada

CTO:

Duo Xu

Atlanta, USA

Callnovo
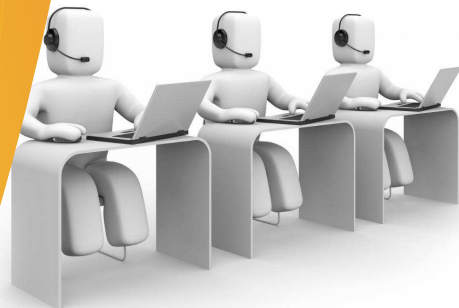Your Contact Center Service Provider

Hello 你好！

China In-House Team

■ **China Center VIP Client Team**

China In-House Team
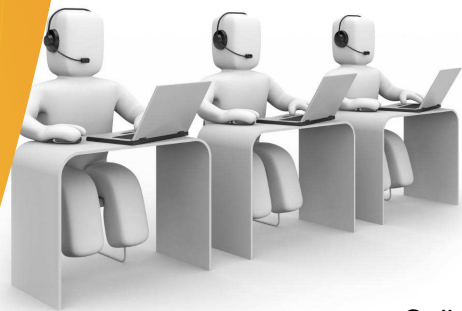

- **China Center Overseas Client Team**

Callnovo
Your Contact Center Service Provider
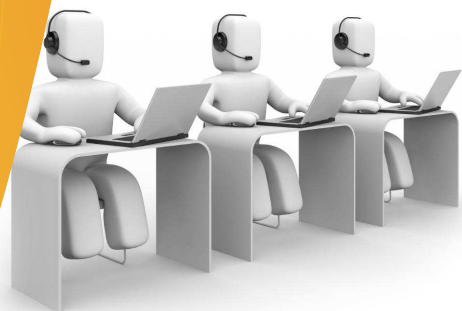
Hello 你好！

China In-House Team

信 服务 学习 创新 快乐

■ **Happy China Call Center Team**

Callnovo
Your Contact Center Service Provider

China In-House Team

- **Callnovo in The 2ⁿᵈ China International Service Outsourcing Cooperation Conference. (June 23-24, 2009 Nanjing, China)**
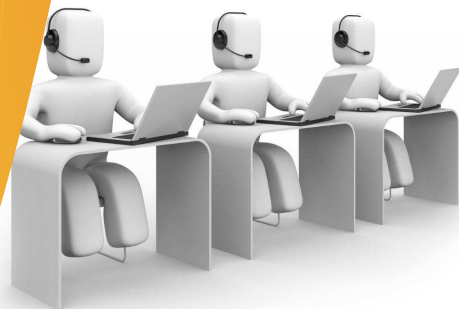
- **Callnovo India Call Center Office**

Callnovo
Your Contact Center Service Provider

India In-House Team
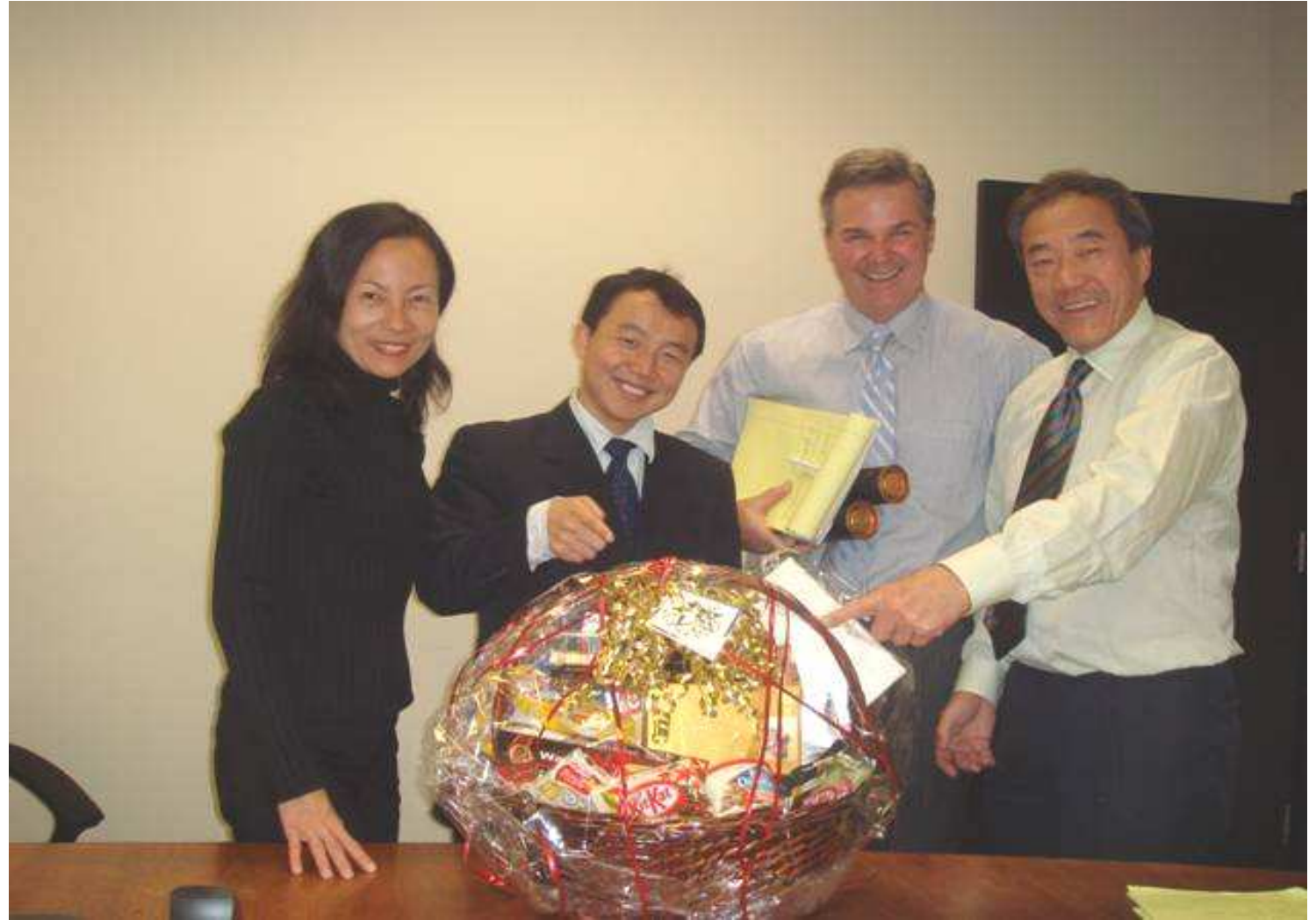

- **Happy India Call Center Team**

Testimonial

Alibaba.com Senior management team visited Callnovo India Call Center in Sep 2009 to settle down a Mandarin, Cantonese, English, and French B2B global multi-lingual customer service campaign

Callnovo
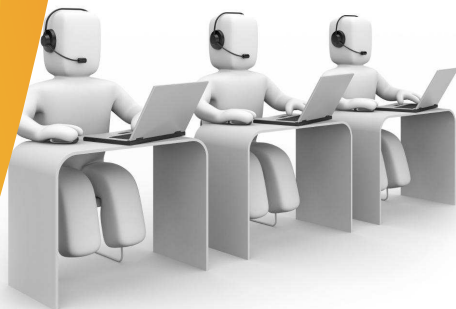Your Contact Center Service Provider

Testimonial

Jan, 2008, Founder of Callnovo, Jackie Xu, was invited to New York to meet with Charles Wang (Founder of CA Inc.) for Callnovo's Excellent Service Performance in Charles' new IPTV company-KyLinTV

Callnovo
Your Contact Center Service Provider

CLIENTS AND CUSTOMERS SATISFACTION GUARANTEED

Thank you

Hello 你好！

Callnovo
Your Contact Center Service Provider