



Your strategic move for business leverage

Call Center Technical Support Services

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KEY POINTS FOR EXCELLENT TECHNICAL SUPPORT

- ◆ ACT AS A CONSULTANT
- ◆ WELL-ROUNDED KNOWLEDGBASE
- ◆ PROACTIVE ASSISTANCE
- ◆ RELIABLE & COMPETENT

Make your technical support help desk solutions available to your customers right at their finger tips.



Call Center Technical Support Services

TECHNICAL SUPPORT is the service which is provided to the people based on the technological aspects of the devices and software. The services provided may be regarding the computers, laptops, mobile phones, televisions and many other devices which are somehow found to be electronic in nature. Apart from the electronic goods, it also deals with the mechanical and software products as well. Technical support is mainly the services which deals with the beneficial aspects of the society and thus it has also been providing people with greater benefits. This is found to provide people with solutions which had developed due to certain problems.

Who hires Technical Support Representatives?

Small to large companies from almost every industry outsource their technical support service department to call centers such as e4 BPO. B2B and B2C companies surely need to leverage in how they address their customers' technical support needs. Acquiring clients/customers is not easy, so much more in maintaining them for it is better to keep loyal customers than acquire new ones.



Case studies on Technical Support Services:

Big companies are outsourcing!

Due to globalization and other economic changes, studies show that a lot of large companies are starting to outsource their technical support services to call centers and BPOs. HP, Dell, Cisco, Sage, Sprint, T-Mobile, Trend Micro are a few of the many large companies that are outsourcing their technical support department.

Studies also show that because of the time zone difference (since most BPOs are in Asia), the outsourcing company can work around the clock for their clients in the west.

Small companies can benefit outsourced tech support as well:

Studies also show that small companies can do more when they outsource their tech support department. A lot of BPOs and call centers provide small businesses packages for their tech support. These small companies can gain access to certified technicians and other professionals in the industry. In doing so, small businesses are able to efficiently utilize their resources to other aspects of their growing business.



e4 BPO

Technical Support Services

e4 BPO is a company owned and managed by entrepreneurs who are certified technicians, consultants and systems engineers who have more than 20 years of experience in the IT industry and are also training and coaching the technical support staff. e4 BPO provides the following technical support services:

Technical Support Service with Voice:

- Inbound and Outbound calling including email and chat support jobs that addresses the technical support needs related to software and hardware. This package includes diagnosis, troubleshooting, answering services, query handling, remote chat support, maintenance, upgrades, customizations, virus, spyware, malware removal, and etc.

Technical Support Service (Non-Voice):

- Email and Chat Support

Our call center agents for tech support service are all called Technical Support Representatives. Tech support is a complex and meticulous job which requires efficient collaboration between e4 BPO and client with regards to the training of our staff. The hierarchy at the right side is just a guide, if you have a different structure of positions, we may adapt it according to your needs.



e4 BPO Standard Call Center Agent Rates for Technical Support Services (VOICE):

LEVEL 1 Call Center Agent = \$1,295/month

Entry-level call center agent, works full-time for 8 hours a day, 40 hours a week.

LEVEL 2 Call Center Agent = \$1,495/month

Experienced call center agent, works full-time for 8 hours a day, 40 hours a week. With at least 1 year call center experience.

LEVEL 3 Call Center Agent = \$1,695/month

Team leader, works full-time for 8 hours a day, 40 hours a week. With at least 2 years call center experience.

SUPERVISOR = \$1,795/month

Supervises all agents in the specific account, works 40 hours a week, has excellent management skills. With at least 3 years call center experience.

ASSISTANT MANAGER = \$2,000/month

Assists the account manager in managing the managing the entire account of the client, has excellent management skills, works 40 hours a week. With at least 4 years call center experience.

ACCOUNT MANAGER = \$2,500/month

Manages the entire account of the client, has excellent management skills, works 40 hours a week. With a least 5 years call center experience.

e4 BPO Standard Call Center Agent Rates for Tech Support Services (NON-VOICE):

LEVEL 1 Tech Support Agent = \$1,095

LEVEL 2 Tech Support Agent = \$1,195

LEVEL 3 Tech Support Agent = \$1,295

SUPERVISOR = \$1,395

Assistant Manager = \$1,595

Account Manager = \$1,795

Significant cost savings with e4 BPO's Tech Support Services



TIME = MONEY --- therefore, LEVERAGE your TIME to make more MONEY

A Cost Comparison Competing Call Centers VS e4 BPO

	Pay Rate	Annual Pay	Overhead Expenses	Total Annual Salary
Full-time Agent Call Center A	\$15/hour employee 40 hours/week = \$600 per week	x 52 weeks = \$31,200	+30% overhead of annual pay which is \$9,360	\$40,560
Full-time Agent Call Center B	\$12/hour employee 40 hours/week = \$480 per week	x 52 weeks = \$24,960	+30% overhead expenses of annual pay which is \$7,488	\$32,448
E4 BPO Full-time Call Center Agent	e4 BPO's Level 1 (Entry Level) Call Center Agent for \$1,295/month	X 12 months = \$14,340	ZERO!	\$15,540

Your annual costs savings with e4 BPO compared to hiring an agent from **Call Center A** is

\$25,020

Your annual costs savings with e4 BPO compared to hiring an agent from **Call Center B** is

\$16,908



**E4 BPO's
Call Center
Tech Support Staff**

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MEET OUR TEAM OF CALL CENTER AGENTS

Our team of call center agents blends experience and knowledge in facilitating world-class sales services and catering the individual needs of our valued clients. e4 BPO instills its staff with the mindset to focus on customer satisfaction as the top priority.

To ensure that e4 BPO provides you with call center agents that are fit for the job, we only hire college educated candidates. Furthermore, as part of our quality outsourcing practices, our call center agents are all Filipinos because Filipinos are the best English speakers whose native language is not English and Philippines is the no. 1 business process outsourcing country in Asia. They are hardworking professionals with strong work ethics.

With effective teamwork, our call center agents are able to assist each other in various difficult tasks. Their collaboration and sharing of collective knowledge and skills make them a valuable asset in our company. By hiring our call center agents, you can cut up to 50% of labor cost as compared so hiring an in-house staff. Hiring more offshore call center agents from e4 BPO allows you to have more human resources to help you with your business. Because of this, you will have more manpower and productivity without increasing staffing costs. And as an end result, you will be increasing efficiency and sales.

e4 BPO prioritizes applicants who have call center experience but also employs entry-level and provides them with intensive training to equip them with the mindset and skills to deliver customer satisfaction and to become efficient in their work.

Qualities of our Call Center Agents:

- Highly-skilled professionals
- Adept in their field of specialties
- College educated
- 100% fully dedicated to you
- Strong work ethics and abides rules
- Fluent in English both written and oral
- Experienced in working in outsourcing industry
- Diligent
- Honest and trustworthy
- Efficient time management and multi-tasking skills
- Can accomplish tasks with minimum supervision and meet deadlines
- Creative
- Values Integrity
- Quality service orientated
- Focus on Customer Satisfaction
- Geared towards quality performance
- Team work
- Continuous search for improvement
- Customer Service
- Speed and Efficiency



ABOUT E4 BPO, INC.

e4 BPO is an American-owned corporation and is one of the country's fastest growing business process outsourcing companies with offices in the United States and the Philippines. Taking advantage of superior state-of-the-art technology and resources, e4 BPO is able to provide world-class outsourcing services such as Web Design and Development including Search Engine Optimization (SEO), Technical Support, Online Marketing, Sales, Customer Service, Virtual Assistant as well as Virtual Accounting and Bookkeeping just to name a few.

e4 BPO applies chess strategies in business especially in the fields of marketing, management and sales. This is the reason why we are able to position strategically in the BPO industry. The name e4 stands for the usual first move where the king's pawn advances forward. It is often called "king's pawn opening". This move symbolizes aggressive, violent tactics versus slow maneuvering. Having such a foundation gave e4 BPO a sharp understanding of the business process outsourcing or BPO industry. This allowed e4 BPO to know and get hold of the innovations, trends and developments in this industry. Further, understanding the ever-changing needs of modern businesses, e4 BPO is able to provide efficient and effective high quality outsourcing services at cost-effective rates which increases the overall productivity of the client's business.

"e4 BPO as a company is customer-driven— we focus on quality results rather than increasing the quantity of projects. As a result, we naturally attract new clients as they come to us due to referrals. Our competent team ensures that we are consistent with what we do and how we brand ourselves as a company with outstanding service quality. With this practice, we continue to achieve our top and bottom line goals. Make e4 BPO your partner in outsourcing now..."

Larry Marshall, President/CEO
e4 BPO, Inc.



WHY CHOOSE US?

*We can make
a difference!*

Top 10 Reasons to Hire a e4 BPO Call Center Agents

Our call center agents are professionals who provide high quality performance for you. While there are many excellent call center services out there, we can proudly say that e4 BPO's call center services are one of the best in the industry. You just have to hire one to find out what we mean.

Save time – Our call center agent does all other time-consuming calls for you so that you can have more time to relax and do other things. Why do everything when you can always delegate?

Focus on your core business – Having more free time allows you to focus on the money-making aspects.

Skilled and Trained – We ensure that our agents are properly trained to deliver quality performance.

Save money – when you hire e4 BPO, you are saving significant amounts of money from overhead expenses, high local wages, purchasing of new office equipment, taxes and insurance contributions.

Tech Savvy – Our call center agents are tech savvy, they have skills in various. In short, you are hiring the most skillful professionals in your team.

Increase Business Opportunities – You can now spend more time with your clients, pitching and promoting your new products and develop relationships with them.

Enhance your marketing – Our call center agents can do the telemarketing jobs for you.

Increase Sales – e4 BPO has both inbound & outbound sales and telemarketing. We do lead generation, telesales, lead qualification, appointment setting, up selling, cross selling and more.

Company-Managed – Our call center agents are not freelancers. They are managed by us and they are 100% DEDICATED TO YOU. They have undergone background checks, they have signed confidentiality contracts. They are properly trained, funded, properly compensated and properly support by e4 BPO.

College-Educated – e4 BPO hires college-educated applicants as well as seasoned professionals. We always make sure that our candidates are properly educated and highly skilled.

Our Core Corporate Values

- Integrity
- Customer-focused
- Quality of Service
- Result-oriented
- Competence
- Creative Solutions
- Excellence
- Teamwork
- Consistency
- Innovation
- Staff Empowerment
- Commitment
- Accountability
- Efficiency
- Reliability

“Our success has really been based on partnerships from the very beginning.”

-Bill Gates
Founder of Microsoft



BECOME A PARTNER!



*e4 BPO Call Center
Technical Support Services*

CONTACT e4 BPO, INC.



Your strategic move for business leverage



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Chat LIVE:

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Windows Live Messenger/MSN – e4bpoinc@hotmail.com
AOL/AIM – e4bpoinc@aol.com
Google Talk – e4bpoinc@gmail.com
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