



## Overview

**t-seva** is a centralised inbound service desk enabling you to undertake and reach mass customers with a professional & customer centric approach. It provides a single point of contact that consolidates customer requests from multiple locations to deliver high quality support using best practices to manage customer contact operations and services.

**t-seva** is an integrated solution that empowers you to concentrate and drive business success by enhancing operational efficiency and lowering operational risk and cost, thereby helping your business deliver new services more rapidly.



**Superior Customer experience**

**Affordable Investment**

## Key Business Benefits

- Essential & Sound customer contact infrastructure
- Provide better reach to your customers, even at odd hours
- Instantly scale your service to match your expansion needs
- Provide professional customer touch points
- Multilingual customer support catering to pan India market
- Take advantage of technical advancements like IVRS, automatic call distribution, call recording, etc.
- Support can be provided on Sundays, holidays and even during 'Bandh's