



# CRM ONE<sup>+</sup>

*Deliver Amazing Customer Experiences*  
With Microsoft Dynamics CRM

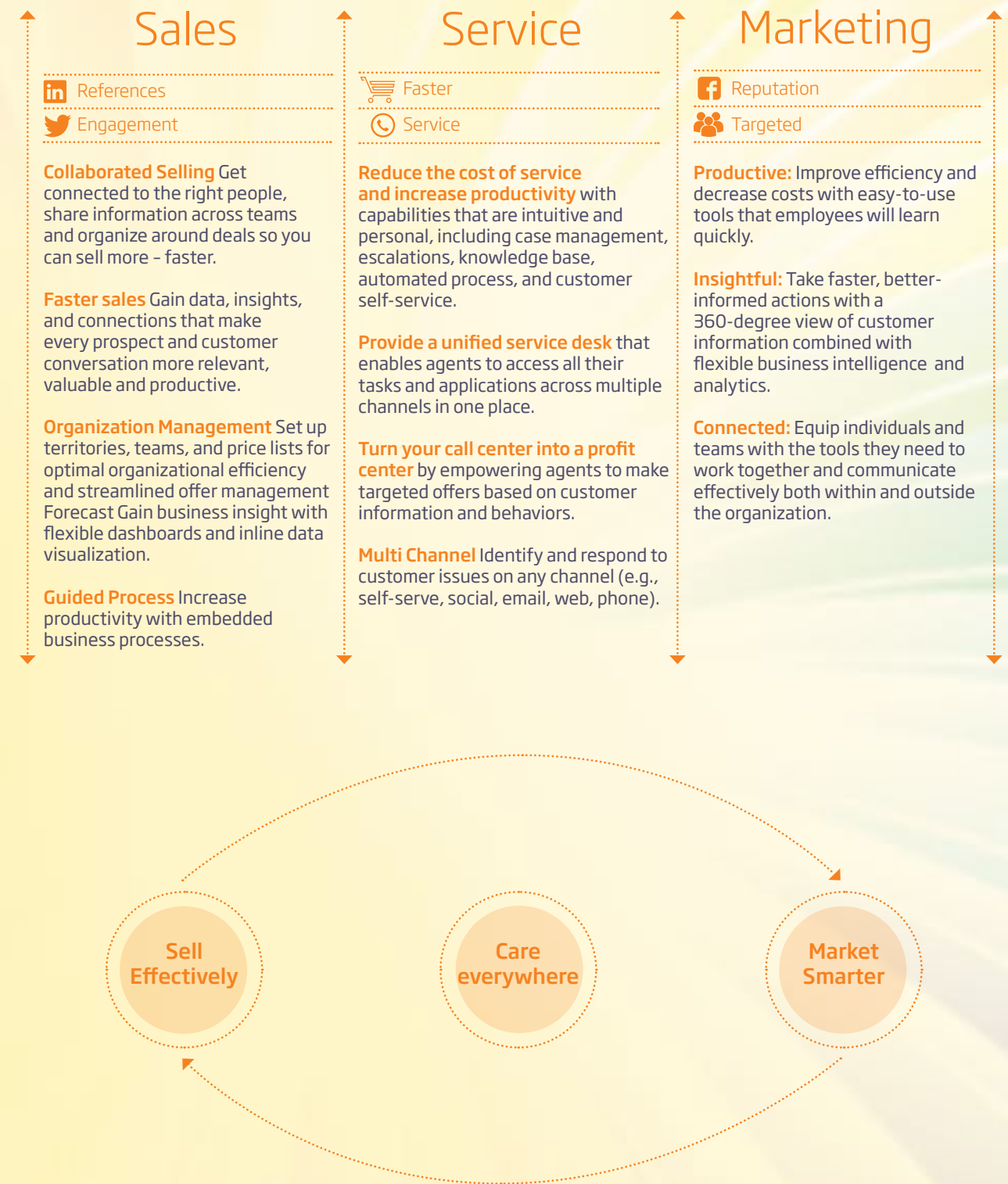
## ABOUT TECHNO BRAIN

Techno Brain is the leading IT Solutions, IT Training and BPO / ITES Services Company headquartered in Nairobi, Kenya with operations in Africa, USA, India, UK and UAE.

Techno Brain is committed to deliver high quality, cost effective and off-the-shelf solutions to Governments, NGOs and Private organizations across the globe.

Our competencies and experience span the entire spectrum of ICT Solutions, IT Training and BPO / ITES services Business & Technology Consulting

- Implementation Services System Integration
- Custom Software Development Product Development
- IT Infrastructure Services and Managed IT Services
- Business Process Outsourcing and IT Enabled Services
- IT Training, Education and Capacity Building





COST  
REDUCTION

ENHANCING  
CUSTOMER  
EXCELLENCE

INCREASE  
PROFIT



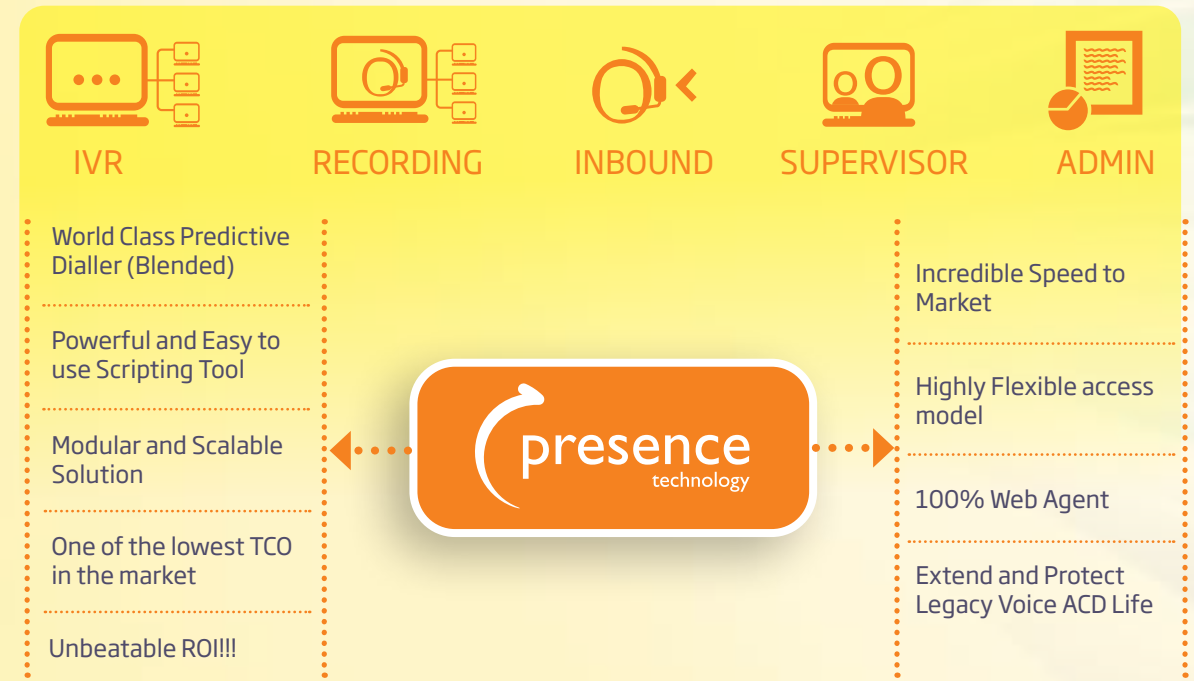
# CALL CENTER TECHNOLOGY SOLUTIONS

## FULL SERVICE SUITE FOR EMERGING MARKETS

Enterprises in the emerging markets have a growing need to deliver world-class experience to their customers. Most industry sectors are witnessing a fierce competition and Customer experience has emerged to be a primary differentiating factor. However, the leading solutions designed around these needs do not fit well in the scale and economics of these geographies. The result is a compromise either with outdated technologies like PBX which provide limited call center capabilities or repackaged open source solutions which are unreliable.

TechnoBrain Call Center is designed to bridge this gap. We provide the most complete modular all-in-one suite that enable you to deliver an exceptional experience to every customer you serve using state-of-the art Call Center software from Presence Technology.

*Choose the call center solution that is designed to best meet your needs.*



## CONTACT CENTER SOLUTION

Techno Brian leverages the most complete modular all-in-one suite that simplifies communication between businesses and their customers reducing the need for costly equipment, changes or updates.

The Suite is 100% software and virtualizable, highly scalable and adaptable to any business scenario.

This modular approach allows you to buy or rent and install only what you need today, yet provides a seamless future growth path without the need for complex implementations or upgrades.

Unified management	Best in Class Dialer	Scripting	Call and Screen Recording	HA & Network Region
SDK	UNIFIED CORE			Web Agent & Supervisor
Dashboards				Email, SMS Chat & Video
IR, IVR, VIVR				
Pre and Post Call Workow	Back Office	Real Time Monitoring	200+Ready Reports	Quality Monitoring

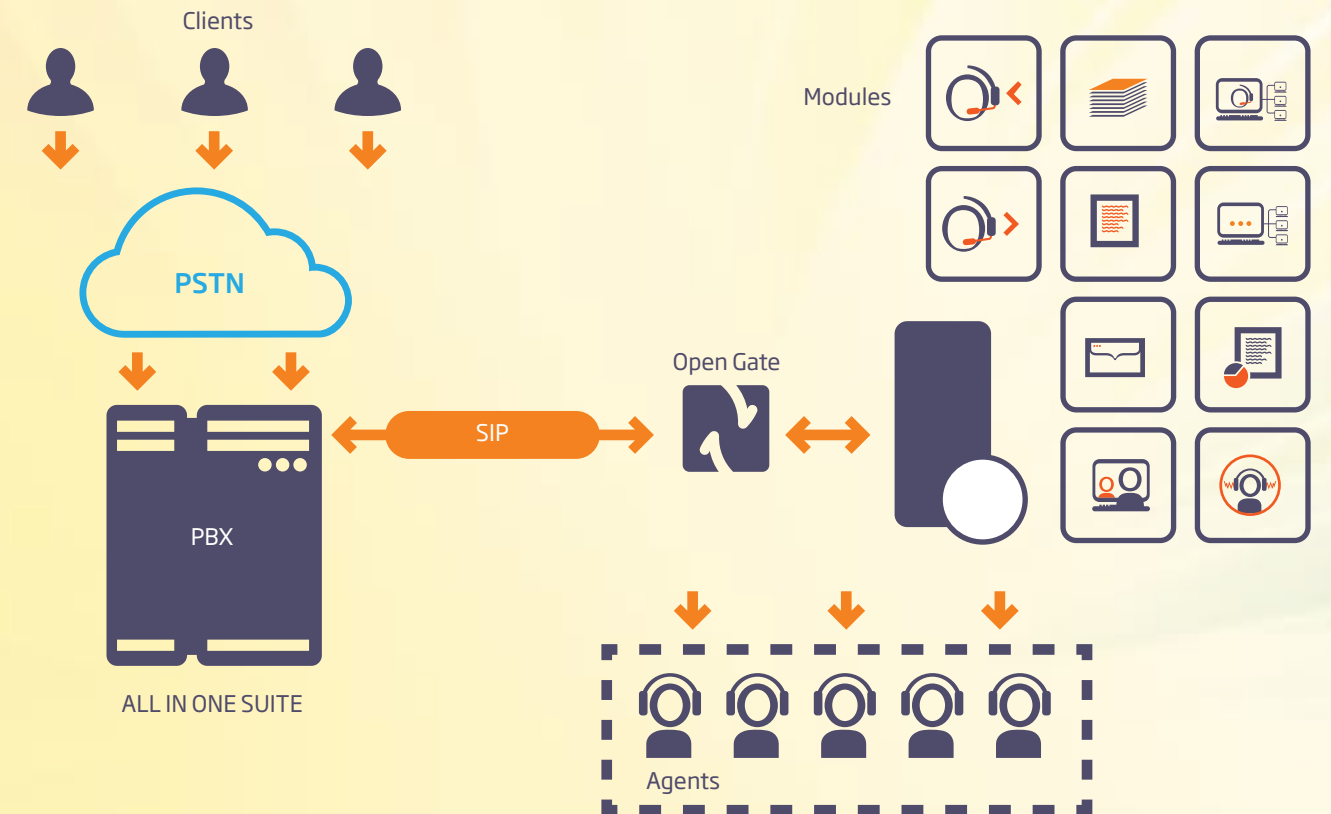
### WE REDUCE

↓ Average Handle Time	15%
↓ Maintenance costs	33%
↓ Training agent costs	38%
↓ IT support	57%
↓ Total Cost of Ownership (TCO)	42%
↓ New campaigns - Time to market	70%

### WE INCREASE

↑ Contacts per hour	55%
↑ FCR	17%
↑ Agent productivity	36%
↑ Agent occupancy	17%
↑ Sales per hour	24%
↑ Conversion rate	24%
↑ Service Level	22%

## OPEN GATE

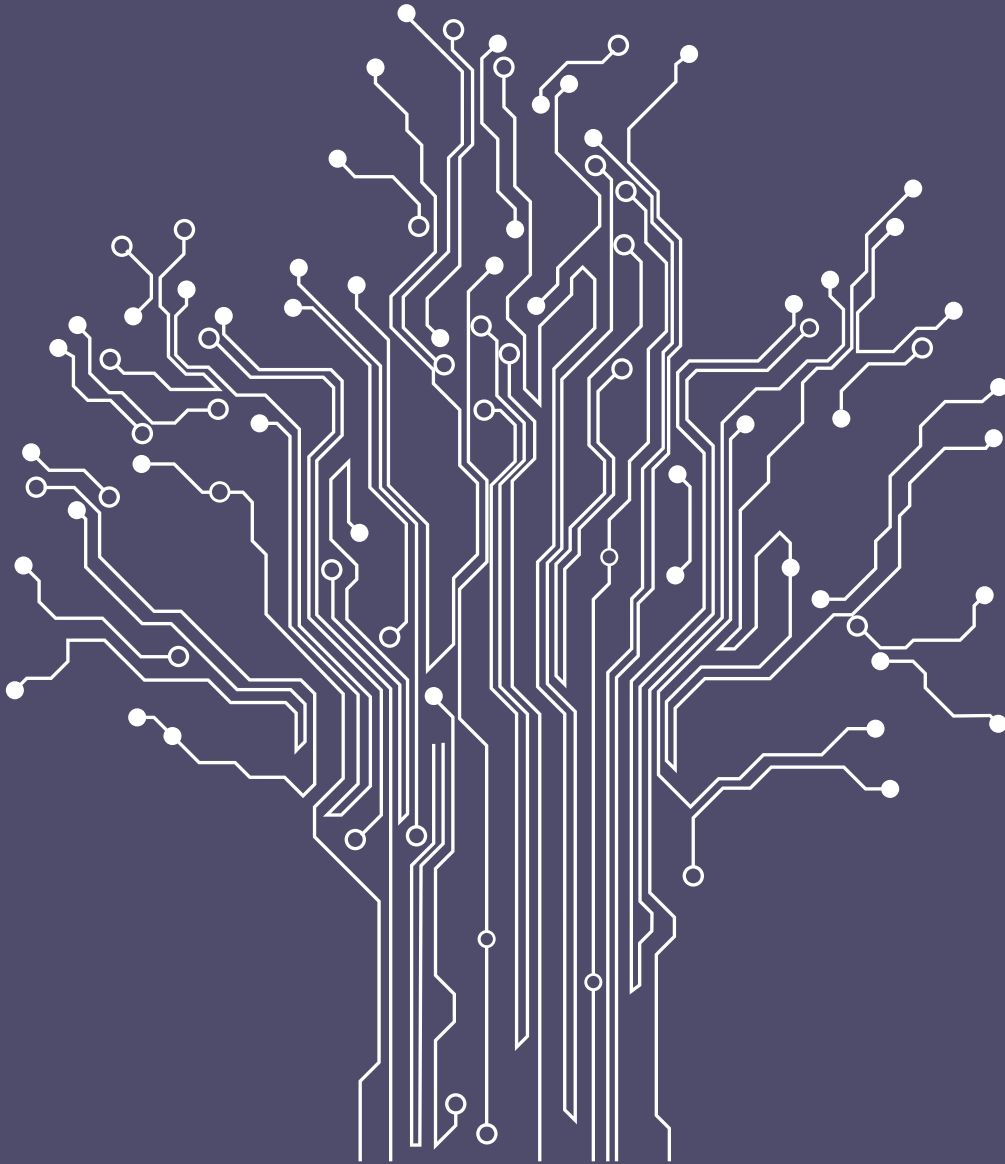


### HIGHLIGHTS

- Fast and easy implementation
- High up-time, redundancy and scalability

### BUSINESS BENEFITS

- World class Contact Center Solutions made available for restricted budgets
- Redundancy and load balancing with N+1 architecture
- Easy Integration with other Telephony platforms
- Open Standards, not proprietary hardware dependent
- Get a PBX/ACD + many other suite of solutions which will improve quality, productivity, and customer satisfaction for the same cost of a proprietary PBX



GLOBAL PRESENCE

Botswana | Burundi | Ethiopia | Ghana | India | Kenya | Lesotho | Malawi | Mauritius | Mozambique | Myanmar | Namibia | Nigeria | Rwanda | Saudi Arabia | South Africa | South Sudan | Swaziland | Tanzania | UAE | Uganda | UK | USA | Zambia | Zimbabwe

Email: [info@technobrainltd.com](mailto:info@technobrainltd.com)  
Website: [www.technobraingroup.com](http://www.technobraingroup.com)