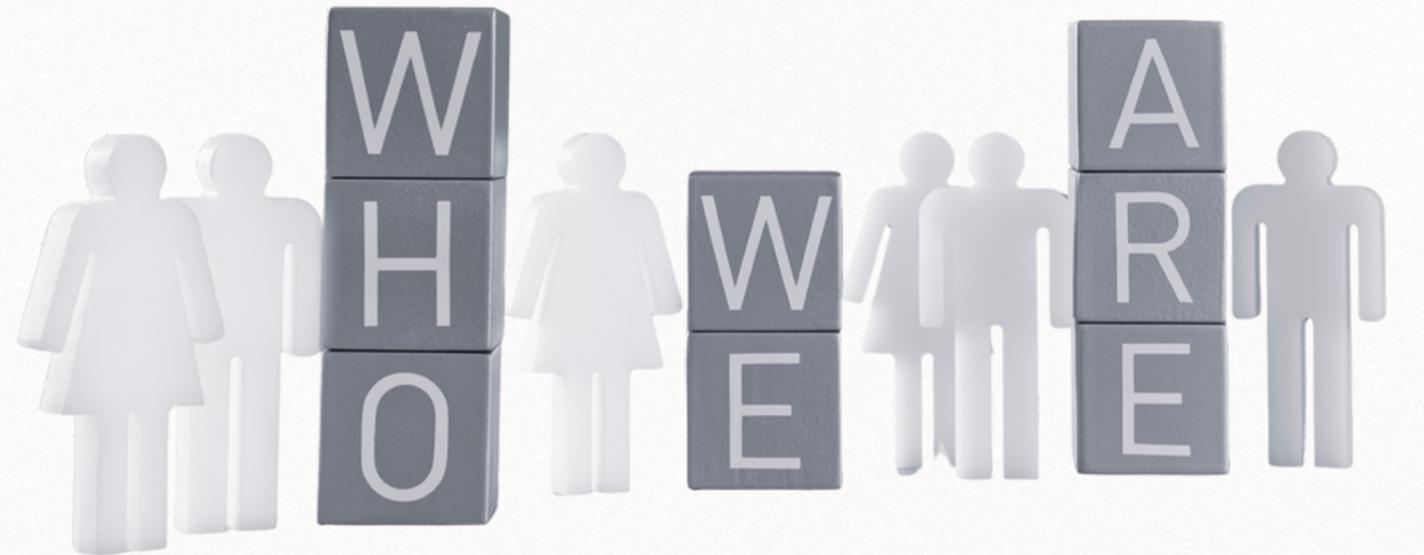




**Scalable, Multilingual Customer Experience
A Dedicated Extension of Your Team**

Elite Enterprise Solutions Inc.

Elite (ESI) Call Center



- We are a global outsourcing partner providing 24/7 customer support,
- 1,500-agent capacity
- 5 secure delivery sites.



2M+ customer interactions per month



25+ industries served



- Multilingual capabilities (EN, FR, ES, AR, DE + more).
- Dedicated teams built specifically for our clients

Market Challenges&Solutions

Business operations are strained by

High call volumes and long wait times



Costly in-house staffing requirements



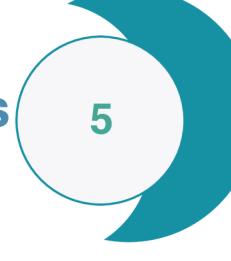
Difficulty scaling during peak demand



Inconsistent customer experience



Limited coverage outside business hours



Elite provides a scalable customer support model that

Extends your team with trained agents (call center)

Operates 24/7/365

Reduces cost by up to 70%

Improves customer satisfaction and retention

Ensures consistent, high-quality interactions

SERVICES WE PROVIDE



Inbound Services

- Customer support
- General inquiries
- Technical support
- Appointment booking & scheduling
- Order management
- Billing & finance support
- Claims & case handling

👉 Goal: fast response + first-contact resolution



Outbound Services

- Telesales & telemarketing
- Lead generation & qualification
- Customer retention campaigns
- Follow-up and feedback outreach
- Marketing Campaign outreach

👉 Goal: Drive revenue & growth



None voice Services

- Chat
- Email handling
- Social media response management
- WhatsApp Business support
- CRM ticketing / Helpdesk

👉 Goal: Faster support at lower cost



Flexible teams for any business model





Cost Savings & ROI

Up to 70% reduction in labor + overhead costs

Cost Type	in House	Elite
Salary + Benefits	High	✓ Low
Office & Space	High	✗ Eliminated
Training & HR	High	✓ Included
Tech & Licenses	Medium	✓ Included
Core Application Training	On going	Train the Trainer

Savings: 50-70% on customer operations

SECURITY & COMPLIANCE

Secure MPLS connectivity across delivery sites

Strict data handling – no local storage

Trained for HIPAA, PHI/PII handling

Disaster recovery & redundancy

Compliant with global standards (icons recommended)



Performance & KPIs

We measure what matters:



CSAT — Customer Satisfaction



FCR — First Call Resolution



AHT — Average Handling Time

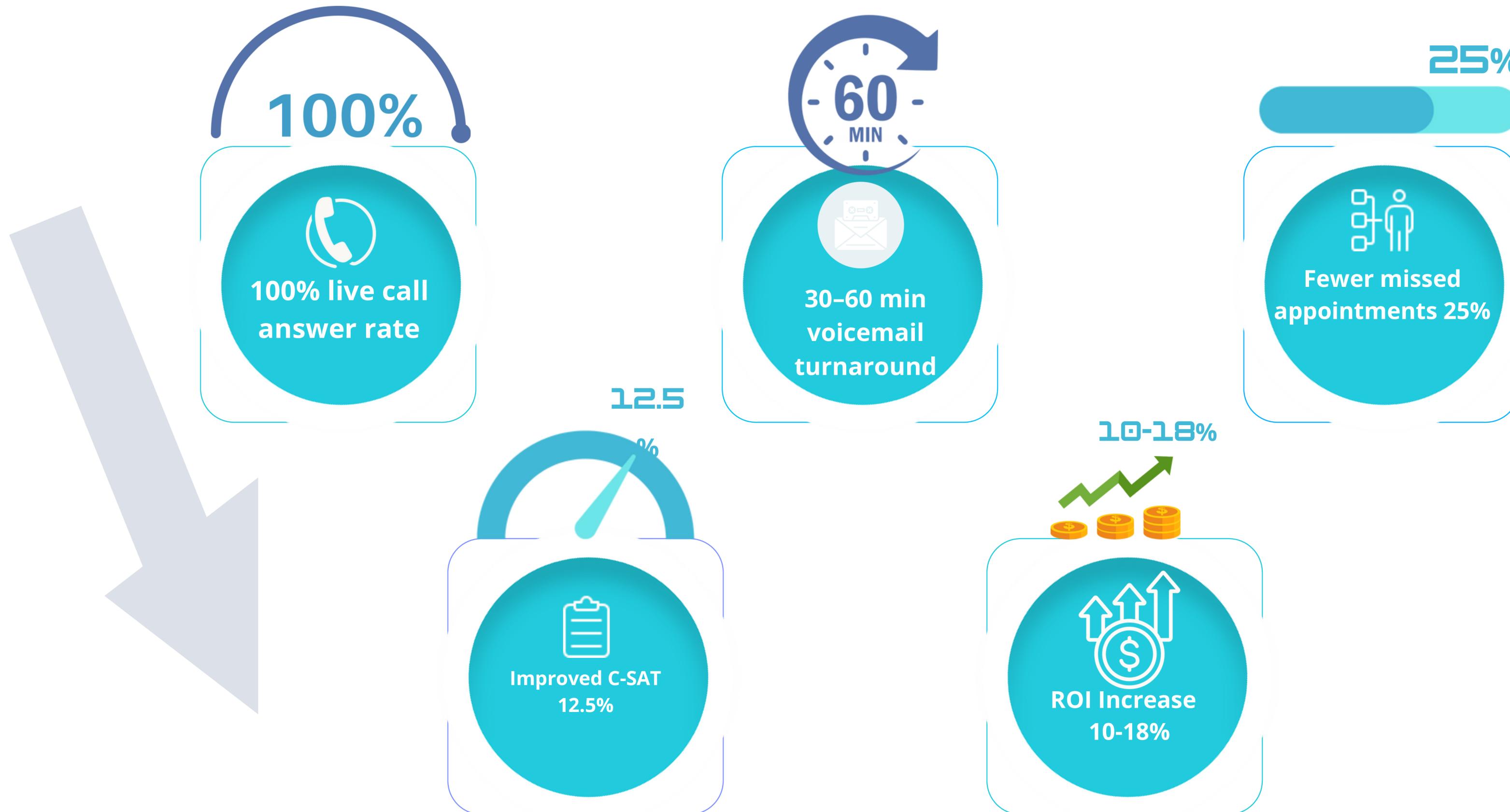


Quality audits for each agent



Business Case: Results Summary

Client: Florida Advanced Gastroenterology Center, Tampa, Florida, USA



Business Case: Results Summary & Testimonial

Improved patient satisfaction & clinic efficiency. CSAT 12.5%

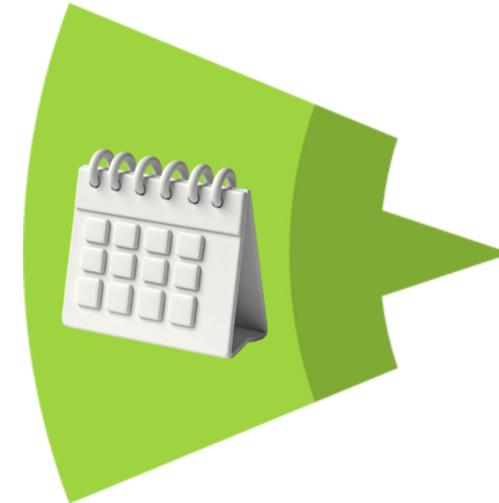
Operational stability during disasters



**100% live call
answer rate**



Better scheduling & revenue capture



Our medical clinic has partnered with Elite-ESI Call Center since at least June of 2023. Elite agents primarily assist in appointment management, and triage and message routing. Today, we are very satisfied with the partnership. The call center has become a reliable extension of our practice, allowing our team to focus more on direct patient care while knowing that calls, scheduling, and patient inquiries are being handled professionally and promptly. We truly appreciate the dedication shown by their team.”

Nour Harake, practice manager



Fewer no-shows -missed appointments 25%



**30-60 min
voicemail
turnaround**



**Estimate
revenue
Increase 10-18%**



Partnership Advantages



WE ACT AS A TRUE
EXTENSION OF
YOUR TEAM:



ONBOARDING &
TRAINING ALIGNED
WITH YOUR BRAND



CUSTOMIZED
SCRIPTING AND
WORKFLOWS



REAL-TIME
REPORTING



WEEKLY
PERFORMANCE
REVIEWS



CONTINUOUS
OPTIMIZATION



ELITE ENTERPRISE SOLUTIONS

CUSTOMER EXPERIENCE MATTERS

Let's build your growth together



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