

## Phone Service

Zeniark BMS provides high quality Phone Support that quickly attends to your business communication needs. We have been providing high-quality phone service to many businesses and we continually meet the standards of our clients.

Our phone service support includes the following:

### Inbound and Outbound Calls

Our professional phone representative will take care and manage your incoming and outgoing phone calls, whether it is for business or personal calls. We have outbound and inbound specialists who ensure quality communication service.

Calls are being reported through the following means:

- Ticketing System
- Email
- Chats
- Phone

### Lead Management

Our dedicated phone team is also responsible in prospecting new customer for your business to ensure a steady stream of potential leads in your pipeline. We offer phone and tracking lead management system to improve your business sales and work with your sales and marketing team.

### Our Lead Management system includes:

- Lead generation, Lead screening and validation via phone and online research
- Real time call report summary
- Customized call scripts for emailers, webinars, appointments, and other marketing sales process
- Direct contact from marketing or sales management department to the assigned phone team
- Accountability processes for each sales activity

## Why Choose Us?

Here are some good reasons why you ought to choose us:

- ✓ **24/7 Phone Support Service**
- ✓ **Accurate Lead Management Service**
- ✓ **Dedicated and Experienced Phone Service Representatives**
- ✓ **Easy instant updates on call instructions online**
- ✓ **Accessible and Interactive Call Ticketing System**
- ✓ **Message taking for personal and work-related calls**
- ✓ **Provide accurate information for call inquiries based on Clients' instructions**
- ✓ **Proven effective in setting up appointments**
- ✓ **Follow up calls for call inquiries and appointments**

Phone support is available 24/7 to ensure excellent service delivery.

If you are interested to get our services or if you want an in-depth quotation for your project, feel free to call us at **703-349-0324** or email us at **[info@zeniark.com](mailto:info@zeniark.com)**. These communication channels are available 24/7.