



**CALL CENTER
MRSOOL**

**NEW ERA
CALL CENTER
SERVICES**

ABOUT US

MRSOOL

Mrsool for Call Center Services aims to enable all companies to operate advanced call centers at reasonable and competitive prices. Without the need to invest in purchasing equipment and systems for costly call centers, where through our intelligent solutions, you will be able to operate a professional advanced call center equipped with various features.

Mrsool Corporation has extensive experience in call center services, as we offer a wide range of products and services to call centers and customer service, starting with our strategic partnerships, who have extensive experience in preparing and designing call center systems in the appropriate form and style.

We also provide outsourcing services for call center employees by appointing customer service agents with extensive skills and experience to ensure that the tasks are performed to the fullest. The head office of Mrsool for Call Center Services is in the capital, Abu Dhabi, in the United Arab Emirates, and the corporation's branch is in Egypt. Customer service agents serve clients of companies and institutions that benefit from our outsourcing services, which is the model followed by major companies, which confirmed its effectiveness in Rationalizing expenses and raising service efficiency.



We have invested in developing systems and employing competencies to provide new solutions and innovative ideas that serve Mrsool clients to the fullest and competitive prices.

Khamis Alshaiba Alsheryani
CEO & Founder



LOCATIONS MRSOOL



HQ

Serving mrsool clients and maintaining the services per the laws and regulations of the UAE



BRANCH

Specializes in employing customer service advisors and outsourcing services to handle calls.





**Automatic Call
Distribution**



Call Recording



Reports & Dashboards



**Interactive Voice
Response**

SYSTEM SOLUTIONS

Advanced cloud call center system

Provide an incredible customer experience while managing your contact center or call center team from anywhere, with a flexible + robust cloud call center software.

- Incredibly easy to use (set up in minutes)
- Built-in AI that transcribes calls in real time
- Truly unified CCaaS + UCaaS in one platform





SYSTEM FEATURES



MASSIVE SCALABILITY

Not only is Dialpad easy to set up and implement without needing any hardware, you can also easily add (and remove) contact center agents, manage their phone numbers, and more—all in your Dialpad account. No equipment to ship out, and no server closets or office space needed. We'll even help you port your existing numbers over.



GREATER COST EFFICIENCIES

Beyond the lower initial price tag, the total cost of ownership is also lower with cloud-based contact center solutions compared to traditional contact center technology. From hardware costs to setup and installation fees, to regular product updates, running a call center is typically much more budget-friendly with a cloud option.



CALL ROUTING

With Dialpad's IVR (interactive voice response) feature, you can help your customers self-service and connect themselves to the right person or department quickly—just by setting intuitive routing rules for your IVR. Take that manual call routing work off your agents' hands (and give them more time to focus on improving customer satisfaction).



TOOLS FOR SUPERVISORS

You can't monitor every customer interaction in real time, but you can still help your agents provide a positive customer experience. Dialpad's unique artificial intelligence technology, Vi, not only transcribes calls (in real time!), it shows supervisors the sentiment for each active call.



Advanced WEM capabilities

Get real-time agent forecasting, quality management, scheduling, and more features—all in one fully integrated suite. You can turn support agent data and customer activity into easily digestible dashboards and give supervisors everything they need to improve agent productivity and maintain contact center performance.



CALL ANALYTICS & REPORTING

To make sure your call center performance keeps improving, having access to call analytics is key. In Dialpad, you can track metrics like call volume patterns and call times to continuously optimize every step of your customer journey as much as possible.



IMPROVE



COST CUTTING



SPEED 2



EASY MONITORING

OUTSOURCING

Cutting your coat and re-focus on your business

Mrsool outsourcing service allows you to re-focus your time and resources on other aspects of the business, such as product development, content creation, and sales. Outsourcing the call center to Mrsool will cut your business costs and help you invest more into your business aspects. Our outsourcing service provides exceptional support services, placing outgoing calls, handling incoming calls, tracking key call center metrics, performing workforce management, providing outbound call center solutions, and uploading automated scripts.





OUTSOURCING FEATURES

Our outsourcing service is designed to fulfill your information needs for the Call Center Industry in the UAE. We offer customized and effective call center services and solutions. We have a highly professional team and savvy market agents that can cater to all your needs, whether customer care, product support, telesales, or building a new customer base.

We are well prepared to take on local and regional markets with the ability to cater to both English and Arabic audiences. Our agents undergo in-depth training on language skills, pronunciations, product knowledge, computer skills, delivery, and handling varied types of customers.



SUPERIOR CUSTOMER SERVICE

You can deliver a superior customer service experience every time while focusing on what you do best – providing products and services to your customers. Let Mrsool handle your call center tasks and see the advantages of outsourcing customer service!



INCREASED SALES RESULTS

A 24-hour answering service gives you round-the-clock access to your customers. Engaging directly with customers is the most effective way to increase sales. With a V/PE call center, you can generate more leads and close more deals through personalized interaction with your target market.



LIVE OPERATORS MAKE THE DIFFERENCE

Mrsool motivated agents to work in tandem with our call center software to provide personable and automated support for high call volume times, crises like recalls, or simply assisting with your everyday business operations.



Improved productivity & reduced costs

Mrsool provides a cost-effective communications solution that saves your business time and money by seamlessly executing many of your company's routine responsibilities, such as sales, customer support, data entry, appointment-setting, after-hours dispatching, etc.



CONTACT US

Mrsool representatives are here to answer your inquiries and provide you with the best offers

 +97127777777

 <https://www.mrsool.ae>

 Office 602, Shaheen Tower, Salam ST
Abu Dhabi, UAE



MRSOOL
CALL CENTER



+97127777777



<https://www.mrsool.ae>



**Office 602, Shaheen Tower, Salam ST
Abu Dhabi, UAE**