



**RABYIT**

CONTACT CENTER SOLUTIONS & SERVICES



**RABYIT**

**Top Contact Center Solutions  
& Services for Global Business**


---

[www.rabyit.com](http://www.rabyit.com)



[www.rabyit.com](http://www.rabyit.com)





**RABYIT Inc. is a leading contact center solution and outsourcing service provider located in London, ON, Canada. Partner companies of RABYIT are based in NY-USA, Dhaka-Bangladesh, and the Dominican Republic.**

We offer the most competitive prices globally, fostering a significant boost in businesses' revenue while simultaneously cutting costs in half.

## Our Services

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>● Contact Center Software Solutions</li><li>● Back Office Support</li><li>● Billing &amp; Collections</li><li>● Software Development/IT Support</li><li>● Virtual Agent Services</li><li>● Omni-Channel Communication Solutions</li></ul> | <ul style="list-style-type: none"><li>● Contact Center Outsourcing (Inbound/Outbound) Customer Care</li><li>● B2B Telesales, Appointment Setting &amp; Lead Generation</li><li>● Quality Assurance and Monitoring</li><li>● Remote Sales and Marketing</li><li>● Digital Photo Editing</li><li>● Bookkeeping</li></ul> |
|---|--|

## Sectors We Serve

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>● Enterprise</li><li>● SME (Small and Medium Enterprises)</li><li>● E-commerce</li><li>● Banking</li><li>● Telecommunication</li><li>● Insurance</li><li>● Government</li></ul> | <ul style="list-style-type: none"><li>● Food Industry</li><li>● Education</li><li>● Real Estate</li><li>● Energy and Utilities</li><li>● Retail</li><li>● Transportation and Logistics</li><li>● Healthcare</li></ul> |
|---|---|

We are so confident in both our low prices and exceptional service delivery, we offer all new clients a 30-day Commitment-Free Service.

**If you do not like our service, you pay nothing!**

# Our Story

---

RABYIT stands as a prominent provider of contact center solutions and services, operating with a strong foothold in Canada and partner companies in the USA, Bangladesh, and Dominican Republic. Our services are tailored to perfectly suit our client's needs and preferences, focusing on service quality, low costs and scalable solutions. We help our clients become operationally efficient and competitive.

In the past 15 years, RABYIT and its partner companies handled more than 20 million interactions and made a positive impact in the world of business by fostering exponential growth. Our commitment lies in offering tailored solutions that optimize communication channels, streamline business processes, and elevate customer experiences. With a focus on innovation and a dedication to excellence, RABYIT ensures seamless operations and efficient management across various industries. We pride ourselves on being a reliable partner for businesses seeking top-notch outsourcing solutions in the realm of contact center services.





## What We Do

At RABYIT, we deploy the best-in-class technology to meet the needs of our clients. Our solutions are at the cutting edge of contact center business and knowledge process outsourcing. We have deep vertical expertise and a unique understanding of industry-specific needs, built up from thousands of hours of campaigns.

We put our clients at the heart of everything we do, and deliver robust customer support solutions that span every segment of the customer value chain.

Our contact center-based client engagement platform serves as a single point of contact with multi-channel, multi-lingual, and online/offline capabilities for all callers to access services, request help, lodge complaints, report threats and provide feedback on the quality of services they get.

We at RABYIT recognize the fact that customer experience does not end with a contact center alone. It begins with it. Customer experience also encompasses other business processes that are conducted in the back office, like processing and preparation of service requests, appointment scheduling, providing on-the-field support and assistance, and other related logistics.

# Our Work

Our customers include pizza franchisees, the food industry, telecommunication companies, mobile handset companies, visa processing providers, financial institutions, healthcare providers, government agencies, and embassies across the USA, Bangladesh, and Canada.

- ✔ **Contact Center Solutions:** Our contact center-based client engagement platform serves as a single point of contact with multi-channel, multi-lingual, and online/offline capabilities for all callers to access services, request help, lodge complaints, report threats, and provide feedback on the quality of services they get.
- ✔ **Contact Center:** Our agents answered incoming customer service calls from customers who had questions regarding the status of their application with the client's service. Our agents were trained in a vast number of areas across the client's business so that they were properly equipped to answer a vast range of caller inquiries.
- ✔ **Pizza Order Taking:** Our dedicated agents answered incoming customer pizza order calls from customers who want to order pizza to a specific store for delivery or pickup. Our agents were trained on every aspect of pizza ordering so that they were properly equipped to take orders without a hiccup.
- ✔ **Telesales:** Our agents made cold calls to recruit new registrants onto the client's platform for social security disability advocacy in the United States. Our agents used a pre-prepared script, to see if potential registrants met the set qualifications. Our agents were empowered to leverage creativity in dialogue on a case-by-case basis.
- ✔ **Healthcare:** Our agents summarized, edited, and submitted documentation to hospitals and healthcare institutions across the USA.
- ✔ **Telecom:** Our team answered incoming calls from customers, complaining about their mobile phone service providers. Our agents documented the complaints and escalated cases service providers couldn't resolve.
- ✔ **Customer Service:** Our team operated as customer service representatives for a bank. Our agents resolved issues related to Internet banking, and customer onboarding.
- ✔ **Digital Photo Editing:** Our team of photo editors and designers enhance images by removing or replacing backgrounds, conducting image retouching and restoration, manipulating and composing images, and providing product photo editing services tailored for e-commerce.
- ✔ **Social Media:** Our content writers, drafted content to help our clients with their online social media presence. Our talent significantly improved client search engine optimization.



# Our Services

## Inbound Services:

- Customer Inquiries Handling
- Order Processing
- Technical Support
- Helpdesk Services
- Reservation and Appointment Scheduling

## Outbound Services:

- Telemarketing and Sales
- Lead Generation
- Market Research Surveys
- Appointment Reminders
- Follow-ups and Customer Satisfaction Surveys

## Back-Office Support:

- Data Entry and Management
- Documentation and Report Generation
- Administrative Support
- Email and Chat Support

## Multichannel Support:

- Phone Call Support
- Email Handling
- Live Chat Assistance
- Social Media Support

## IVR (Interactive Voice Response) Systems:

- Call Routing and Menu Options Setup
- Automated Customer Support
- Information Dissemination
- Payment Processing Via Phone

## Virtual Agent Services:

- Home-based Agent Setup
- Virtual Team Management
- Remote Training and Support
- Secure Access and Connectivity

## Our Services

### Analytics and Reporting:

- Performance Metrics Tracking
- Data Analysis and Insights
- Customized Reporting
- Trend Identification and Forecasting

### Quality Assurance and Monitoring:

- Call Monitoring and Evaluation
- Quality Assessment and Feedback
- Agent Performance Analysis
- Compliance Checks and Adherence

### Software Development & IT Support:

- Custom Software Development
- System Integration and Deployment
- Maintenance and Troubleshooting
- Helpdesk and Technical Support

### Digital Photo Editing:

- Background Removal or Replacement
- Image Retouching and Restoration
- Image Manipulation and Composition
- Product Photo Editing for E-commerce

### Bookkeeping:

- Ledger Maintenance
- Accounts Payable and Receivable Management
- Financial Statement Preparation
- Expense Tracking and Categorization

### Accounting Outsourced Service:

- Financial Statement Analysis
- Tax Preparation and Filing
- Payroll Processing and Management
- Budgeting and Forecasting
- Compliance and Regulatory Adherence





## Our Value Proposition

- **Cost-Efficient Value:** RABYIT offers cost reductions of up to 60%. We consistently offer lower prices than any other territory globally. Whilst our prices are low, the quality and efficiency of our service are high, ensuring that low costs do not mean low quality.
- **Multilingual Expertise & Global Understanding:** Proficiency in English, Spanish, Bangla, and more & localized solutions with a global perspective.
- **Software Development Skills:** Expertise in innovative software solutions and implementing cutting-edge tech solutions ensuring data security and privacy.
- **Productivity:** Outsourcing will empower clients to focus on core activities. RABYIT has built up practical methods and methodologies to enhance productivity, over-achieve set goals, and leverage sector innovation to drive results. We are maintaining high standards and compliance.
- **Skilled Professionals:** Dedicated team ensuring top-tier service delivery. Our team has been coached by industry leaders, absorbing thousands of hours of upskilling and best practices. Our team is equipped with the capability to understand business objectives and customer expectations. Deploying years of experience, best practices, and expertise to deliver complex solutions.
- **Scalability:** Spikes in sales and customer service demand, are easily catered for with our team of 300 agents worldwide. With the surplus capacity to accommodate 800 agents, via our existing infrastructure worldwide, clients can rest assured that we can deliver.
- **Reduction in Infrastructure spend:** Outsourcing eliminates the need for significant investment in infrastructure setup. RABYIT already has the necessary teams, and technology to deploy.



## Service-Related Benefits:

- Direct increase in employee productivity, through the use of automation, and the streamlining of manual tasks.
- Provision of direct operational links between clients and their customers for seamless, timely, and effective service delivery.
- Our robust platform comes with a 24/7 accessible database, that provides seamless links between our contact center and back offices, to manage task scheduling and assignments.
- Improved customer satisfaction ratings resulting from the streamlining of back-office tasks such as application approval, document processing, and delivery.

# Operational Capabilities

Our physical facilities in our centers worldwide include hardware, software, and telecom infrastructure necessary to enable the smooth operations of our RABYIT contact center. Our Contact Center Solution Servers are located in London, ON, Canada, and our service centers are in Dhaka-Bangladesh and Santiago, Dominican Republic, each is equipped with:

## Physical Infrastructure:

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>● Premises &amp; Furniture</li><li>● Electric fittings like lighting, air- conditioning, fans, etc.</li><li>● Power connection with power back up and UPS</li><li>● Standard firefighting systems</li><li>● Basic amenities: water, refreshment rooms, canteen facility</li><li>● Training rooms with furniture, projector, and screen</li><li>● Workstations, cubicles, chairs, etc., constructed/provided to suit an ideal Contact Center</li></ul> | <ul style="list-style-type: none"><li>● Locker facility for the employees</li><li>● Cabling for both data and power</li><li>● Security systems: including access control system, CCTV with a camera, provision of security guards, smoke detectors, fire detectors, and other general security alert systems</li><li>● Basic amenities: water, refreshment rooms, canteen facility</li><li>● Space for our client's team when needed.</li></ul> |
|---|---|

## Hardware, software, and telecom infrastructures:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>● PRI/SIP lines for both inbound and - outbound calls</li><li>● CMS (Call Manager System)</li><li>● Voice Logger</li><li>● Dialer</li><li>● Basic amenities: water, refreshment rooms, canteen facility</li><li>● Authorized internet connections</li><li>● The Hardware and software shall be compatible with client's existing systems and we will ensure successful integration with these systems where necessary</li></ul> | <ul style="list-style-type: none"><li>● Personal computers (without USB and other copying devices)</li><li>● USB Headphones (Noise Cancelling) IP Phones</li><li>● Cabling - data and power.</li><li>● Voice Integration through a standard CTI solution for popping up customer dashboards.</li><li>● Standard security system/network security solutions and firewalls</li></ul> |
|---|--|





# RABYIT

CONTACT CENTER SOLUTIONS & SERVICES

## Contact Center Solution – Core Components

---



**Inbound Campaigns**



**Outbound Campaigns**



**100% Call Recording**



**Visual Dynamic IVR**



**Historical Reporting**



**Automated Call  
Distribution (ACD)**



**Real-Time Remote  
Monitoring**




**API Integration with  
Client's CRM**

# Human Resource Requirements

We use our own RABYIT call center solutions as well as 3rd party workforce management, chat, casemanagement, email management, and quality monitoring, for optimizing human resources. We have a ready and capable pool of well trained and experienced software developers, data analyst, contact center agents with outstanding communication and organizational skills, to outperform on KPI's. Our manpower resources consist of the following:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Agents</li><li>• Team Leaders</li><li>• Supervisors</li><li>• Managers</li><li>• Quality Control Managers</li></ul> | <ul style="list-style-type: none"><li>• Experienced Software Developers</li><li>• Experienced Data Analysts</li><li>• IT Support and Software Engineers</li><li>• Facility Support</li><li>• Security Guards</li></ul> |
|---|--|

RABYIT and its partners seek to provide positive social impact and embraces its responsibility to recruit highly-talented software developers, data analyst and agents economically and physically challenged individuals. We offer all employees growth opportunities in a competitive, career-focused workforce. In a bid to promote an inclusive organization, our workforce diversity reflects the following:

 - 50% of our workforce are women

## Pre-Requisites of our representatives:

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Age 22-33</li><li>• Education: Minimum Graduate</li><li>• Language Skills: English, Bengali &amp; Spanish</li><li>• Computer Skills: Minimum typing speed of 25 wpm</li><li>• Software Proficiency: Must be efficient in Windows OS, MS Word &amp; Excel</li><li>• We encourage candidates with disability</li></ul> | <ul style="list-style-type: none"><li>• The Representatives at our partners are selected after rigorous rounds of</li><li>• Telephone interviews</li><li>• Written tests</li><li>• Group discussion</li><li>• Mock calls</li><li>• Personal interviews and</li><li>• Screening of background check</li></ul> |
|--|--|

## 24/7 Operations



We have 24/7 operations, that are flexible and tailored to client needs. Our operation centers in Dhaka and the Dominican Republic will be available to customers 365 days a year, including national holidays, Sundays, etc. Our full operational team, including software developers, analysts, agents, team leaders, supervisors, and managers will be available during this period of time.

## Language Requirements



RABYIT is capable of providing human resources proficient in English, Spanish, and Bangla languages, demonstrating exceptional proficiency. The distribution of representatives across languages will be determined according to the specific needs and preferences of the client. Additionally, clients have the flexibility to request the inclusion of additional preferred languages.

At RABYIT, our mission is to provide cutting-edge technological solutions and unparalleled service excellence to our global clientele. We aim to consistently exceed expectations by offering adaptable, reliable, and innovative services that drive success for our clients.

## Member



## Partner Awards



### Bangladesh Best Employer Brand Awards 2019 (Sector: Outsourcing/Offshoring)





## Few of our Partner Clients



**RABYIT Inc**

***The Executive Center***



151B York Street, London, ON N6A 1A8- Canada



+1 226 705 0855



info@rabyit.com



100 Duffy Ave Suite 510, Hicksville, NY 11801, USA

25 Gareeb-E-Newaz Avenue, Uttara, Dhaka -1230, Bangladesh

Modulo# 302 Edificio Rosedy Av Bartolomé Colon 100,  
Los Jardines, Santiago De Los Caballeros, Dominican Republic

**Fazle Rabby**

Founder and CEO  
ceo@rabyit.com