

*Linking People,*  
*Connecting Business*

专 业 联 系 · 创 建 商 机



**EPRO TechSoft Ltd.**  
A member of EPRO Group





**EPRO** specialized in operating and managing outsource and insource support service in customer service operations, e-Commerce and IT technical helpdesk for clients from a wide range of business sectors in Hong Kong and China. We are currently managing three call centres and providing 24-7-365 services in Putonghua, Cantonese, English, Spanish and other languages.

Equipped with over 20 years of solid contact centre management and operations experience in a variety of industries, **EPRO** is dedicated to provide professional training and consultancy service as value added services for our customer. In collaboration with the customer, **EPRO** offers customized training and consultation services with unparalleled quality, flexibility and value to meet client's business needs and guides our clients to strengthen their business results through the process and performance improvement of the contact centre.



## EPRO TechSoft Limited

**EPRO TechSoft Limited**, a subsidiary of **EPRO Group International Limited** (<http://www.eprogrouptl.com>), is a leading omni-channel customer contact centre solution provider, offering professional service and solution to clients in diverse business and public sector in Hong Kong, Mainland China and Asia Pacific regions.

Based on the principle of “**Linking People, Connecting Business**”, we provide contact centre services and IT solutions to enterprises and public sectors to enhance their operational efficiency and business competitiveness.

**EPRO's** One-stop Contact Centre Services and Solutions including the followings:

### Contact Centre Service Solutions

- BPO Service (Outbound and Inbound)
- Online Customer Service
- e-Commerce Operational Support Service
- Chatbot Customer Service
- Insourcing Service
- Facilities Management Service
- Contact Centre Hosting Service
- Training and Consulting Service

### Contact Centre System Solutions

- **proEPRO®** Omni-Channel Contact Centre Solution



**易宝动力资讯有限公司**，为**易宝国际集团** (<http://www.eprogrouptl.com>) 之全资附属公司，是享誉业界的全渠道客户联络中心解决方案供应商，致力为香港、中国内地以及亚太区不同行业的客户提供专业、可靠的服务。

一直以来，**易宝**都坚守「**专业联系·创建商机**」的企业使命，以全方位的客户联络中心实战经验以及资深的管理团队助力中港两地不同的政府部门及商业机构提升其核心竞争力，打造卓越的业务表现，**易宝**的服务表现得到多方客户的支持及高度认可。

**易宝**的一站式服务包括：

### 联络中心服务方案

- 业务流程外包服务 (呼出及呼入)
- 在线客服
- 电商运营服务
- 智能机器人客服
- 人员派遣服务
- 设备管理服务
- 联络中心托管服务
- 培训及顾问服务

### 系统解决方案

- **易宝加® (proEPRO®)**全渠道联络中心解决方案

- Customer Service Hotlines
- Technical Helpdesks
- Promotional / Sales Hotlines
- e-Commerce Ordering & Fulfilment
- Foreign Language Customer Support
- Online Customer Service
- Telesales / Telemarketing
- Customer Acquisition / Retention
- Cross / Up-Selling
- Loyalty Programs
- Welcome Calls

- Payment Follow-up / Reminders
- Insurance Regulatory Compliance - Return Visit
- Market Survey / Opinion Polling
- Account Management
- Appointment Setting
- Lead Generation
- Mystery Shoppers
- Third Party Quality Assurance
- Membership Solicitation
- Seminar Registration

易宝为香港和中国广泛业务的客户提供专业的呼叫中心外包运营和管理服务，其中包括客户服务和IT技术支持服务等。目前，我们在中国管理三个呼叫中心并提供每天24小时全天候的普通话、粤语、英语、西班牙语和其它外语服务。

易宝拥有20多年各种行业的联络中心管理和运营经验，致力为客户提供专业培训和顾问服务。易宝透过与客户共同合作和协商提供高度灵活和优质的培训和顾问服务从而以满足客户的独特需求。并通过改进流程和性能提升客户的联络中心业务。

- 客户服务热线
- 技术支持服务台
- 市场推广 / 电话营销热线
- 电子商务订单及处理
- 外语客户服务
- 文字客户服务
- 电话销售 / 电话推广
- 顾客挖掘 / 挽留
- 交叉 / 服务营销
- 忠诚计划
- 客户关怀通知

- 催收服务/ 缴费通知
- 保单回访
- 市场调查
- 账户管理
- 电话预约
- 销售促成
- 神秘顾客
- 第三方质量保证
- 会员招募
- 活动注册

## CONTACT CENTRE SERVICE 客户联络中心服务

## CONTACT CENTRE SYSTEM SOLUTIONS 系统解决方案

## TRAINING & CONSULTING 培训及顾问服务

## proEPRO® Omni-Channel Contact Centre Solution

**EPRO** provides you a one-stop solution catering to all your contact centre needs with guaranteed profound process improvement and customer satisfaction. We are committed to provide the market a seamless solution that enables our clients to achieve perpetual and profitable connection with their customers, and therefore, we are proud to present the **EPRO** self-developed contact centre solution – **proEPRO®** Omni-channel Contact Centre System. **proEPRO®** is a state-of-art total solution complements with integrated professional services from system development, customized training to ongoing technical support and maintenance.

### What is proEPRO®?

**proEPRO®** is an experience-based contact centre system, developed by **EPRO's** R&D team based on our decades of expertise in contact centre operation and management. With the meant to provide dynamic supports in the rapid-changing multi-media environment, **proEPRO®** is one of the most feature-rich communication server and cloud-based system in the market.

Developed on Soft-switching Technology with integration to all kinds of customer preferred contact channels such as voice, chatbot, email and online customer services including live chat and video capability.

The **proEPRO®** solution has been successfully implemented in numerous sites in diverse industries; from small to large scale contact centre operations in Hong Kong and PRC.

The talented-design platform of **proEPRO®** with API enables integration of **proEPRO®** with other applications, allowing custom and flexible solution serving various purposes.

Our dedicated software development team keeps constant upgrade and maintenance of the solution, to ensure it can meet with the ever-changing needs in the dynamic business environment.

As a stand-alone contact centre system platform may not be sufficient to meet your business needs, an integrated solution with other critical business functional areas which are available in **EPRO's** solution suites.

### 易宝加® (proEPRO®)全渠道客户联络中心解决方案

**易宝加®**全渠道客户联络中心解决方案提供从系统开发，定制培训到持续技术支援和维护的综合服务，通过一站式解决方案，满足您所有的联络中心服务需求并与您的客户建立永久具有价值的联系。

#### 关于易宝加®?

**易宝加®**凭借二十多年运营及管理联络中心所累积的宝贵经验自行开发的**易宝加®**系统，是一套能满足日新月异的市场，配合多媒体联络渠道的综合性联络中心系统。

**易宝加®**采用软交换技术，系统全面融合语音、智能机器人、邮件、微信、在线客服、视频接入等多样化的客户联络渠道，是目前市场上功能最完善的联络中心解决方案之一。

**易宝加®**联络中心系统已成功安装于国内及香港等地众多不同行业、不同规模的联络中心上，每日为客户提供稳健、可靠、无缝的服务。

**易宝加®**系统的云端平台提供应用程序开发接口(API)，可便于客户集成到现有系统，大大提高了系统的灵活性。在竞争日趋白热化的商业社会环境中，单单拥有一个独立完善的客户联络中心平台或会有不足之时，只要结合**易宝加®**系统于其他解决方案内，定会有倍增的业务效益。

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