



### INBOUND CALL CENTER

**MySnS** specializes in "humanizing customer service" by providing timely personal interaction to customer inquiries.

We provide turnkey solutions that build customer trust, loyalty and satisfaction. Our full service inbound capabilities includes real-time email response, live toll-free telephone and chat support. Our goal is to answer customer's call in no later than 3 phone rings and to satisfy any of their concerns during their first call.

### OUTBOUND CALL CENTER

**MySnS** handles outbound calls in behalf of a business or client. We provide you with the expertise, the personnel and the facilities to handle your most important outbound call center projects. From lead generation to product sales with database management.

We'll handle all of your outbound telemarketing needs.

- ⊙ Market Research
- ⊙ Lead generation
- ⊙ Order Provisioning and Verification
- ⊙ Loyalty Programs
- ⊙ Subscriptions
- ⊙ Reservations
- ⊙ Surveys
- ⊙ Continuity Programs
- ⊙ Third Party Verification
- ⊙ Public Service Announcements
- ⊙ Confirmations
- ⊙ Welcome Calls

### CHAT SUPPORT

**MySnS** can answer your customer inquiries and provide information to your website's visitors. Our chat support operation is capable of initiating live chat session and can also do your chat marketing campaigns.

### LEAD GENERATION: LEAD QUALIFICATION

**MySnS** is capable of generating good quality leads to help your business create a database of prospects that will turn into customers and therefore, profit.

- ✓ We gather lead from different sources such as e-mails, websites, etc
- ✓ We verify and filter leads through real-time LDB scrub to make sure each lead meets client's specific requirements
- ✓ We immediately sell your products to identified buyers
- ✓ We generate reports based on client's needs



# MyServiceandSupport, Inc.

## we'll do it for you

### Call Center

- ⊙ Industry Highest Quality-Lowest Cost
- ⊙ We Solve All Problems During the 1st Call
- ⊙ Detailed Weekly and Monthly Reports on Everything
- ⊙ Voice and Non-Voice - Inbound and Outbound

### Regulatory Control

- ⊙ Minimize All Regulatory and Inquiries
- ⊙ Regulatory Spider - Monitor and Inform Activities

### Customized Software Development

- ⊙ New Product Designs and Services
- ⊙ Intelligent Database and Products

### Automated Billing and Processing

- ⊙ Billing Solutions via LCH - Credit card - Every known method

### Internet and Mobile Marketing

- ⊙ Email - Telemarketing - Websites - Lead Generation
- ⊙ I.T. Solutions - Turnkey - White Label Solutions

### We can form and manage your company

- ⊙ For a good idea - We supply the capital

## your Virtual Company

### one stop business solution provider

We significantly **Increase** your **Profit**

We Design Products to **minimize** regulatory and inquiries

We can form and manage your company

We supply capital for good business and product ideas



Our Partners



our Commitment

# your Virtual Company

**MySnS** offers a fully automated system to meet your needs - Our system is designed to automatically track and control all aspects of your business processes from marketing to task management to processing to billing up to accounts receivable.  
YOU'RE IN CONTROL

## INCREASE YOUR PROFIT AND REDUCE UP TO 50% OF YOUR COST

**MySnS** is focused on maximizing our clients profit by offering low cost services and products such as:

- ✓ Customer Service and Support
- ✓ Automated Billing Process
- ✓ Free system customization aligned to your business requirements
- ✓ White labeled products
- ✓ Mobile products and solutions
- ✓ Turn Key Marketing Solutions

## ENSURING 100% QUALITY SERVICE AND CUSTOMER SATISFACTION

With **MySnS** team of top caliber Software Engineers and experienced Project Managers - We guarantee that we can deliver services aligned to your specific requirements that will fit your budget.

## ACCURATE REALTIME REPORTS

ECX from which reports are automatically generated allowing management to constantly review their business while reducing labor overhead costs. Every report's information is available on a real-time basis for early and up-to-date campaign tracking.

- ✓ Marketing reports
- ✓ Database Reports
- ✓ Billing Process Reports
- ✓ Dilution Reports
- ✓ Edit Reports
- ✓ Regulatory Reports
- ✓ Customer Service and Support Reports
- ✓ Notification email or SMS are sent on Reports

## DATA SECURITY

**MySnS** practice keeping data protected from corruption and unauthorized access. We ensure privacy of your business and personal records by keeping them in separate databases encrypted and secured by multiple security levels.



run your business virtually

Flexible solutions



## MYSNS CAN FORM AND MANAGE YOUR COMPANY

- We Prepare your business plan
- We Form your Telecom service Business
- We got a Fully Automated Operating System
- We can Market your product through the Internet
- We deliver efficient and on time reports
- We help You Obtain high profit and maximum cash flow

## MARKET YOUR PRODUCT

**MySnS** combines design expertise and usability with your marketing strategy to ensure that it communicates your message, reinforces your brand, remains relevant to your target market, serves your customer's needs and delivers with your overall business goals and strategy.

### ➤ E-mail Marketing

**MySnS Direct Marketing Email Database Blaster** sends campaigns to your targeted opt-in email list. By location, gender, email provider and more based on your specific requirements. Allowing you to monitor and evaluate your email campaign by tracking and reporting every email sent. Reaching your customers in the most efficient and hassle-free way.

### ➤ SMS Marketing

**MySnS Mobile Marketing Solutions** allows you to take advantage of the following:

- ✓ Use short code at a very low monthly fee
- ✓ Directly communicate with your customer with our interactive two-way SMS campaigns
- ✓ Send your campaigns to your target customers utilizing our numerous leads
- ✓ Monitor and keep track of your campaigns through our detailed reporting system

### ➤ Regulatory Control

- Every regulatory action is tracked by LEC, OCN, State, regulatory agency etc.
- IGT, BSG, ILD and TC sites are poled continuously to respond early to all inquiries.
- We monitor all LCH and LEC thresholds for regulatory and inquiry, we are able to notify our clients real-time if they need to make adjustments to one or more of their marketing campaigns

## INNOVATION THROUGH OUR I.T. SOLUTIONS

Optimize your business capabilities... Create agility through innovation and reduce cost by investing in I.T.

Here in **MySnS** we offer complete solutions to whatever your business requires, from marketing to task management processing, to billing servers to complete network design.

Customer foremost

Quality first

Full automation

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our Services