



(we)VCare Customers
caring your customers

(We)VCare Customers Caring Your Customers

SISTER COMPANY OF AN ISO 9001 CERTIFIED COMPANY

www.vcarecustomers.com

About Us

VCare Customers is the best outsourcing call center company in India with loyalty, persistence, determination and hard work. We have the technology which provide excellent call center outsourcing solutions to our prestigious clients. We ensure a satisfied, loyal and happy customer that will help you to attract positive referrals for your product or service. Outsourcing call center services to us will empower your business' customer relationship management efforts. Our team infinite enthusiasm for quality permeates your business best call center services.



Our Background

(we)VCare Customers
caring your customers



**Founded in
2011**



**2 Work
Locations**



**200+
Employees**



**Inbound Call Center Services
Outbound Call Center Services
IT and Marketing Services**

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A SISTER COMPANY OF CALL2CUSTOMERS CALL CENTER PVT LTD AN ISO 9001 CERTIFIED COMPANY

Our Journey



Certificate of Incorporation

Call2customers Telecommunication License



GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
Central Registration Centre

Certificate of Incorporation

[Pursuant to sub-section (2) of section 7 of the Companies Act, 2013 (18 of 2013) and rule 18 of the Companies (Incorporation) Rules, 2014]

I hereby certify that CALL2CUSTOMERS CALL CENTER PRIVATE LIMITED is incorporated on this Twenty fourth day of April Two thousand seventeen under the Companies Act, 2013 (18 of 2013) and that the company is limited by shares.

The Corporate Identity Number of the company is U74999DL2017PTC316616.

The Permanent Account Number (PAN) of the company is AAGCC9676B

Given under my hand at Manesar this Twenty fifth day of April Two thousand seventeen.



Digital Signature Certificate
Mr. ATMA SAH
Deputy Registrar of Companies
For and on behalf of the Jurisdictional Registrar of Companies
Registrar of Companies

Government of India
Ministry of Communications (Sanchar Mantralaya)
Department of Telecommunications (Doortel Sanchar Vibhag)
Telecom Enforcement, Resource & Monitoring Cell, Delhi
6th Floor, MTNL Telephone Exchange Building, Nehru Place, New Delhi-110019

Registration Certificate

Registration No: DLI/14518/1817 Date: 09-10-2017
Type of Registration: NEW REGISTRATION

Subject: Registration for setting up a International OSP Centre at 252-K, First Floor, Sai Sadan Building, South Nagar, East of Kailash, Delhi-110065 by M/s. Call2Customers Call Centre Pvt. Ltd.

Reference: Application of the company (DLI/14518/1817) created on 06-Sep-17 and submitted in this office on 06-09-2017.

M/s. Call2Customers Call Centre Pvt. Ltd., having registered office at H.No. 10345, Pocket K, Shalimar Garden, Phase-2, South Malviya Nagar, Delhi-110017 has been registered under the Other

International OSP Centre at this document given for voip verification only

website www.dot.gov.in/osp/osp.html and the undertaking by the company in the form of declaration given along with the application form. Details of OSP centre and connectivity arrangements are at below.

Sl. No.	Location Of OSP centre	Address of the Telecommunication POP	Resources
1	Call2Customers Call Centre Pvt Ltd, 252-K, First Floor, Sai Sadan Building, South Nagar, East of Kailash, Delhi-110065	252-K, First Floor, Sai Sadan Building, South Nagar, East of Kailash, Delhi-110065	24x7x365

(Note: ISDN and Internet shall be part of two different Sange/Network and the two Network are not interlinked)

For and on behalf of the Jurisdictional Registrar of Companies
Registrar of Companies

ESI Certificate

PF Certificate



Sub-Regional Office
EMPLOYEES' STATE INSURANCE CORPORATION
Office,F-2/3, Okhla Phase-1,New Delhi

C-11 Regd. with a.d.

To
M/s.CALL2CUSTOMERS CALL CENTER PRIVATE LIMITED
251 UPPER GROUND FLOOR
SANT NAGAR, EAST OF KAILASH
NEW DELHI, 110065

Dated : 17/07/2017

Sub : Implementation of the E.S.I. Act, 1948 and Registration of Employees of the Factories and Establishments under Section 1(3)/1(5) of the ESI Act, as amended.

Dear Sir(s),

1. It is informed that under Section 1(3) of the ESI Act, 1948 is applicable to all factories covered under the Act within the area where your factory is situated.

2. It is further informed that the appropriate Government has extended the provisions of the Act to other establishments under Section 1(5) of the Act.

3. Under Section 2-A of the Act each a factory/establishment is required to register itself under the Act and Chapter IV thereof casts a responsibility on the principal employer thereof to get his employees registered and pay contributions in respect of these employees covered under the Act.

4. On the basis of the particulars in respect of your factory/establishment submitted by you/ on the basis of the report of the inspection conducted by the Social Security Officer, who inspected your establishment on NA, your establishment falls within the purview of Section 1(5) of the Act with effect from 01/06/2017. In case, however, subsequent facts reveal that your establishment was coverable from a date prior to the date mentioned above, you shall make yourself liable to comply with the provisions of the Act from such earlier date.

5. It is requested to take immediate steps for registration of your employees by submitting declaration forms online, payment of contribution, maintenance of records etc. from the date of coverage of your factory/establishment under the act.

6. You are also requested to submit employer's registration form (form-1) on line, as required under the provisions of sec.2-A of the ESI Act, 1948 read with regulation 10-B of the ESI(General), Regulations, 1950(only in case your Code No. is allotted as a result of Survey by a Social Security Officer of ESI Corporation).

7. For the sake of convenience your factory/establishment has been allotted code No 200012632300009999 which may kindly be used in all communications sent to this office and on all forms at the place indicated for the purpose. The Branch Office of the Corporation situated at Branch Office ESI Corporation E.S.I.Hospital complex, Okhla Industrial Area, Phase-I has been instructed to render necessary assistance to you in connection with registration of your employees. In case you find any difficulty or for any other purpose which may be necessary in connection with the Scheme you are requested to contact the Manager of the above Branch Office who will render necessary help in the matter.

VERIFICATION

EMPLOYEES' PROVIDENT FUND ORGANISATION
(A statutory Body under the Ministry of Labour and Employment, Government of India)

www.epfindia.gov.in

PROVIDENT FUND CODE NUMBER INTIMATION LETTER

Validity of this letter is of three wage months from date of issue. Based on remittance, inspection and submission of all documents, certificate of coverage will be made available in Unified Portal's Establishment Login.

No : 10000017703NHP

Date : 20/07/2017

To,

RAJA KANOJIA
DIRECTOR

CALL2CUSTOMERS CALL CENTER PRIVATE LIMITED
251, UGP SANT NAGAR, EAST OF KAILASH
DELHI SOUTH
DELHI - 110065

VERIFICATION

Sub: Allotment of Code Number to establishment M/s CALL2CUSTOMERS CALL CENTER PRIVATE LIMITED under Employees' Provident Fund and Miscellaneous Provisions Act, 1952-regarding.

Sir/Madam ,

Based on the information submitted online by you, your establishment is registered with Employees' Provident Fund Organisation with the following code number :

Code Number : DSNHP163973000

This code number is allotted based on the following declarations by you:

- | | |
|---|---|
| 1. Name of Establishment | : CALL2CUSTOMERS CALL CENTER PRIVATE LIMITED |
| 2. PAN of Establishment | : AAGCC9676B |
| 3. Date on which employment strength crossed 19 | : 01/06/2017 |
| 4. Section under which covered | : 0001(3)(b) |
| 5. Primary Activity | : ESTABLISHMENT ENGAGED IN MANUFACTURE, MARKETING SERVICING, USAGE OF COMPUTERS |
| 6. Ownership Type | : PRIVATE LIMITED COMPANIES |


The address proof of the establishment is

- Copy of bank passbook/statement
- Copy of power connection in the name of the establishment
- Any license/certificate/number issued by any Govt. authority

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GST Certificate


सत्यमेव जयते
Government of India
And
Government of Delhi
Form GST REG-06
submit for phone
verification
Registration Certificate

Registration Number : 07AAGCC9676B1ZI

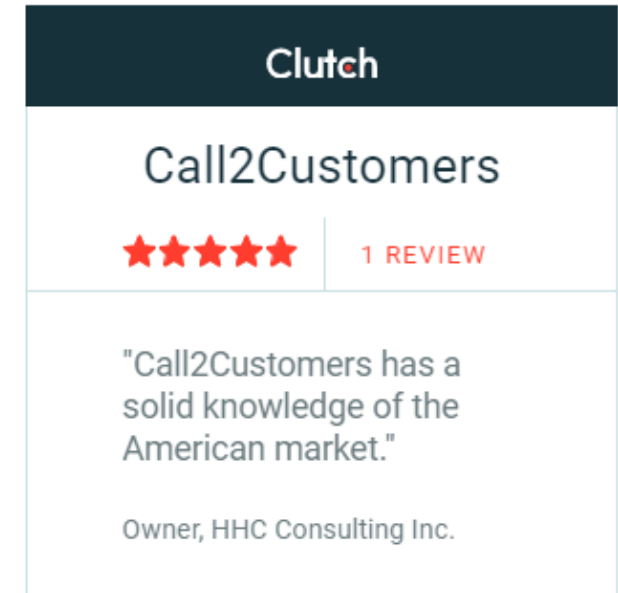
1.	Legal Name	CALL2CUSTOMERS CALL CENTER PRIVATE LIMITED			
2.	Trade Name, if any	CALL2CUSTOMERS CALL CENTER PRIVATE LIMITED			
3.	Constitution of Business	Private Limited Company			
4.	Address of Principal Place of Business	H.NO. 103G, PKT-K SHEIKH SARAI PHASE-2, SOUTH			
5.	Date of Liability				
6.	Period of Validity	From	14/07/2017	To	NA

Business Pan Number



Our Accreditation

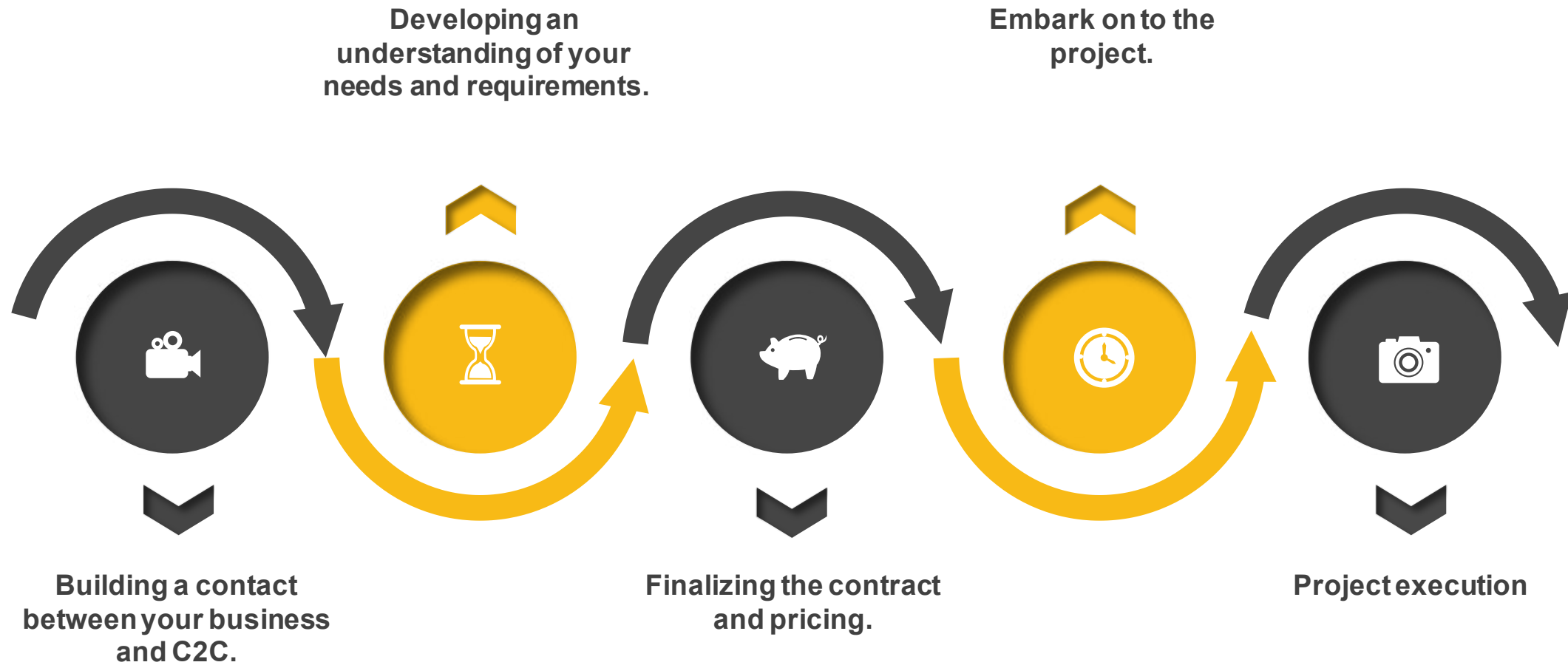
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How We Work



From Director Desk



Raj Kanojia

Director

Mr. Raj Kanojia has broadly experience of 20yrs+ working with leading call centers of India. His farsightedness and business strategy is responsible for establishment and growth of (we)VCare Customer.

Our Team



Karan Kuntal

Operation Manager



Kalyan Bhatt

Voice Operation
Supervisor



Gaurav Sharma

Quality Supervisor



Narendra Kumar

Non Voice Supervisor



Jagmohan Singh

Training and Transition
Supervisor



Parmeshwar Kumar

IT and System Analyst



Gaurav Keshari

Human Resource



Pramod Kumar

Account and Admin



Rashan Ali

MIS



Satender Singh

Marketing Manager



Anu Jain

Content Manager



Yash Kanojia

Graphic Designer

WHAT CAN WE DO FOR OUR CLIENTS?

VCare Customers is the best outsourcing call center company in India with loyalty, persistence, determination and hard work. We have the technology which provide excellent call center outsourcing solutions to our prestigious clients.



Our Call Center Outsourcing Services

- ➡ Customer Care and Support
- ➡ Technical Support
- ➡ Inbound Web Chat
- ➡ Catalogue / Order Taking
- ➡ DRTV/Direct Response

Our Call Center Outsourcing Services

➡ Customer Care and Support

Customer Support Service is about satisfying customers before and after purchasing the product. Call Center Customer Support helps to build trust among the customer whenever they have some query or issues regarding your product or services.

➡ Technical Support

We resolve the problems of customers 24 hours a day, even when your business is closed.

➡ Inbound Web Chat

Web Chat enables company to interact with their online customers in real time. VCare customers, Customer Support Live Chat are the fastest mode of customer services which help to solve the problems of your customer right as they appear.

➡ Catalogue / Order Taking

Extensive knowledge of converting your paper catalogs to online version by entering data accurately.

➡ DRTV/Direct Response

DRTV drives direct sales and revenues from TV, desktops, tablets and smartphone ads.

Technology We Use

Cloud Based Software

We use cloud-based call centers software to work and do keep backup of every system to keep work on.

Online UPS

We keep online UPS with diesel generator for power backup to ensure that system not go down if sudden or long electricity failure

Dual Fiber Line

We keep 2 fiber intern line with firewall BGP server to ensure internet switch to second-line instantly if first-line goes down to ensure no call drop if the internet goes.



Multiple Location

We keep 2 offices at a different location within 3 k.m. radius to ensure instant available for work if one center goes down.

Biometric Attendance

We use the biometric attendance system to ensure that office employees maintain attendance timely for work.

IP Bases CCTV Camera

We keep IP based CCTV camera to monitor office and center remotely.

Call Centers Software



Cloud Based Outbound Calls Dialers

Predictive Dialer
Progressive Dialer
Preview Dialer
Customized Reports
Call Recording



Cloud Based Inbound Calls Software

Automatic Call Distribution
Skill based Routing
Customized Reports
Call Recording



Work Back Up

Data Server Backup
2 High Speed Internet Lines Backup
Power or Electricity Backup
2 operation facility setup within 5 k.m. radius

Our Call Center System

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VICIdial Campaign Login

User Login:

User Password:

Campaign:

VERSION: 2.4-325c BUILD: 110430-1924

Logged in as User: 2001 on Phone: SIP/2001 to campaign: BETA_B

VICIdial SCRIPT FORM 2019-01-19 17:14:23 session ID: 8600055 Calls in Queue: 0 NO LIVE CALL

STATUS: Calling: (922)820-1135 UID: M119171420000094419 Waiting for Ring... 4 seconds seconds:

DIAL NEXT NUMBER Customer Time: Channel: Customer Information:

☐ LEAD PREVIEW RECORDING FILE: 20190119-171423_8600055 RECORD ID: 67005

START RECORDING

WEB FORM Address1: BAI AUBAI HIGH SCHOOL Address2: 10th pass Address3: VALSAD City: VALSAD State: PostCode: Province: Vendor ID: 2014 Gender: U - Undefined Phone: 9228201135 DialCode: 0 Alt. Phone: Show: Email: Comments:

WEB FORM 2

PARK CALL

TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF

NO ACTIVE CALLBACKS
MANUAL DIAL FAST DIAL VIEW CALL LOG

VERSION: 2.4-325c BUILD: 110430-1924 Server: 192.168.1.50
Show conference call channel information

MUTE

VICIdial ADMINISTRATION

HOME | Timeclock | Logout (admin) Saturday January 19, 2019 17:21:09 PM

[User Stats](#) | [User Status](#) | [Time Sheet](#) | [Days Status](#)

User Stats for 2004

2019-01-18 to 2019-01-18 submit 2004 - 2004

[Agent Time Sheet](#) | [User Status](#) | [Modify User](#) | [User multiple day status detail report](#)

AGENT TALK TIME AND STATUS:

STATUS	COUNT	HOURS:MM:SS
B	222	44:06
CALLBK	12	1:00:52
NI	71	1:08:42
TOTAL CALLS	305	2:53:40

AGENT LOGIN/LOGOUT TIME:

EVENT	DATE	CAMPAIGN	GROUP	HOURS:MM:SS	SESSION	SERVER	PHONE	COMPUTER
LOGIN	2019-01-18 09:56:51	BETA_B	AGENTS		8600051	192.168.1.50	SIP/2004	192.168.1.132
LOGOUT	2019-01-18 13:30:08	BETA_B	AGENTS	3:33:17				
LOGIN	2019-01-18 13:59:23	BETA_B	AGENTS		8600051	192.168.1.50	SIP/2004	192.168.1.132
LOGOUT	2019-01-18 17:00:24	BETA_B	AGENTS	3:01:01				
LOGIN	2019-01-18 17:29:00	BETA_B	AGENTS		8600051	192.168.1.50	SIP/2004	192.168.1.132
LOGOUT	2019-01-18 19:01:00	BETA_B	AGENTS	1:32:00				
TOTAL				8:06:18				

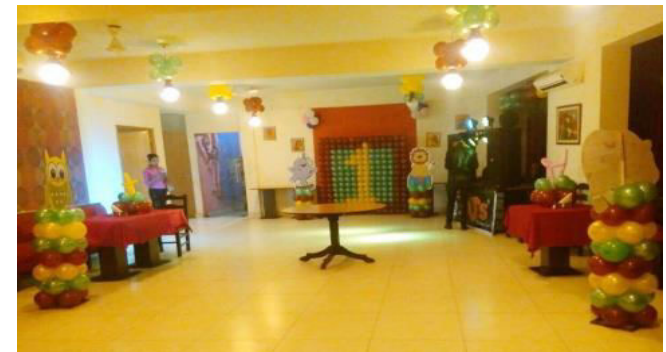
[Users](#)
[Show Users](#)
[Add A New User](#)
[Copy User](#)
[Search For A User](#)
[User Stats](#)
[User Status](#)
[Time Sheet](#)

[Campaigns](#)
[Lists](#)
[Scripts](#)
[Filters](#)
[Inbound](#)
[User Groups](#)
[Remote Agents](#)
[Admin](#)
[Reports](#)

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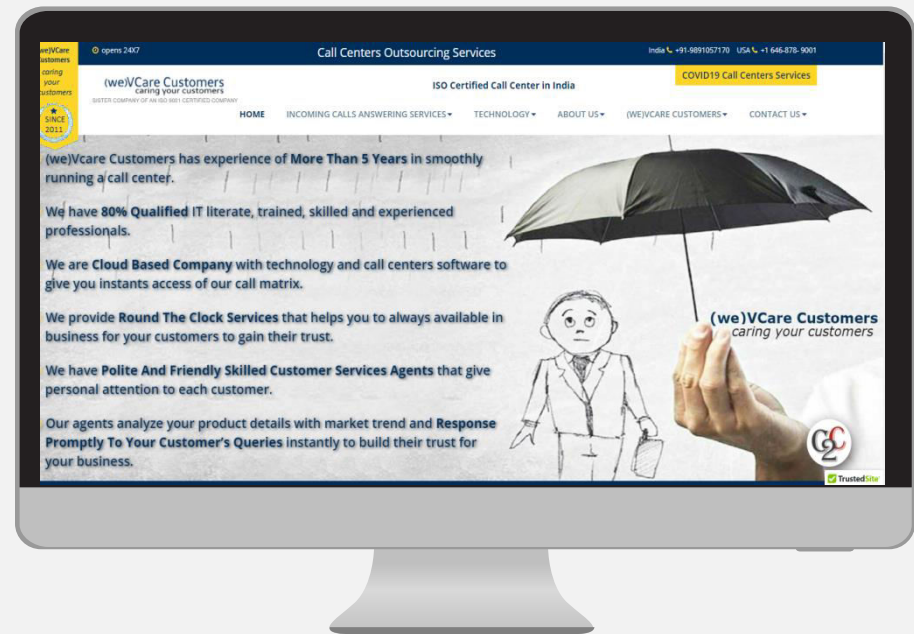
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Work Office





What Our Client Say's About Us



Our Review



KimmunicatePlus reviewed us for our phone service

www.kimmunicateplus.co.uk

Call2Customer was excellent at gaining the data that was requested, inputting it accurately, and again validating the information they had obtained.

They met each deadline, and were available to speak to whenever we needed an update. A great team and we have no hesitation in using them in the future.



The World Continuing
Education Alliance

Graham Hellier MBE – CEO & Founder of Verified Learning reviewed us for our Internet data search, data scraping and data entry services

www.verifiedlearning.org

We have used the services of C2C for both the collection of data and other data driven projects. At all times C2C has been very professional and carried out all the projects with extreme attention to detail.

Contact Us

(we)VCare Customers
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USA:

+1 646-878-9001

INDIA :

+91 (0) 989 105 7170

Email id:

sales@vcarecustomers.com

Skype id:

roger.max3

WhatsApp A/c:

+91-9891057170

Google Hangout

tucanindia@gmail.com



Thank You

Visit Us:

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