

WWW



Staff Link International



# Our Company

- 1 Owned By Professionals.
- 2 Managed By Experts.
- ✓ 3 Recognized By Fortune 500 Companies.
- 4 Advanced & Educated Staff.
- 5 State-Of-The-Art Technology
- 6 Voted One Of The Highest Revenue Generating BPO.
- 7 Driven towards Success!



# About Us



Welcome To Staff Link International,

Staff Link International is a leader in the Business Process Outsourcing Industry, Backed by our Higher-End Staff and expert management our company has placed a name in the call center industry. Our company was founded in the 1<sup>st</sup> Quarter of 2006. Staff Link Intl. Was formerly known as Global-Trace Technology. Staff Link Intl was and up to this day is a company based and formed on the foundations of exceeding the expectations of all our client while maintaining profitability & dedicated towards the needs of our staff. Due to the high expectations our company has set-forth we are guaranteed and have proven a track-rate of satisfied and repeated clients. Staff Link Intl is a full-service offshore contact center located and known for the name Virtual-Connection. The meaning of Virtual-Connection is providing our quality service all while managing and operating as a Home-Based Contact Center. Our services that Staff Link Intl. Offers are all taken place in a variety of different city but yet all managed and operated very strictly. Our company understands that the term outsourcing is signified by reducing the cost of labor, What clients do not understand is that by reducing the cost of labor you are also reducing the quality of service. If you are a large corporation you are very familiar with Quality Survey. Due to High-Demand in the need of cutting cost some companies have established Customer Surveys and when viewing the results they feel that by reducing all labor cost the company is saving money on that end but what they don't look at is how many customers are they loosing because of terrible customer service or no conflict resolution. Companies like ours were developed to provide that warm feeling of knowing that our reputation will not go down. By outsourcing any of your projects needed to Staff Link Intl. not only are you saving cost but you are saving you customers from rude service but you are saving one giant headache because we develop our company to fit the needs of your project. Our contact center believes in Quality not Quantity if you feel outsourcing is a way of reducing cost but also reducing quality Staff Link Intl does appreciate your time but unfortunately we are not going to fit your standards, on the other end if your company believes in Quantity and Quality than congratulations on making one of the greatest choices of your financial success.



# Our Company Vs Others

## Staff Link Intl.

1

**Quality & Quantity** all under the same company. **Contact-Center not Call-Center** we handle not only calls but also the entire back-bone of all of your small, mid-size & large business. **Expert Management** we do not mean to brag or create a big Hype unfortunetly we will not deny it look at our company and then look at the others. **Diffrent** is the keyword for us we assure success and repeat business to all of our clients. Assuring revenue is the last item on our list because without profitability their is no production and then you realize without quality their is no production.

## Others

2

Welcome we offer a great price for a average service but of-course quality is a little extra. We are a well-known call center because we call the DNC List but please remeber our price is very affordable. Our management will assure to provide you at some point in time with recordings and also daily reports of last months calls. Diffrent is the last keyword of our company we compete with other on our prices but what makes us diffrent is we get the money and run we dont offer service only scams! Thank you for choosing us.



# Our Employee's

## Organized

1

All employees of our company are required to maintain a specific account for work and also a clean office space. Proper Equipment is also required per client request.

## On-Time & On-Duty

2

All Our Employees are required to clock-in 10 minutes prior to beginning their shift to ensure and address any issues or problems that are being handled. Also our agents are closely monitored to assure clients that all tasks are being performed.

## Satisfied & Motivated

3

Our company believes in motivation and reward causes agents to be satisfied and prepared to begin work and produce quality. Unsatisfied agents can cause a very messy atmosphere this is why we believe in "Take the first step say Hi!"



HI, HOW ARE YOU



Time Clock Manager Pro 2.1 - <a href="http://www.vsoftware.com">http://www.vsoftware.com</a>		9/23/2003 4:49:14 PM		
Click In	Click Out	7	8	9
		4	5	6
Administrator Menu		1	2	3
Show Keyboard		0	.	-
About	Clear			



# Some Of Our Current Clients



Recognized By Fortune 500

& Many More Not Listed



# Outsourcing?



This Topic is talked about often the simple answer is Yes! Outsourcing can reduce the cost of labor but in many cases also the quality of service some companies save over 80% labor cost because of BPO.

Some ask how is Virtual Staff possible simple! You are contracting someone located in another country to handle any task that can be done simultaneously via internet or phone. Once task are completed payment can be arranged via 3rd party's

What some people do not understand is some companies will make this task seems rather easy but alone this is a sign for a Red-Flag in which this company is scamming you into paying outrageous sums of money to begin a campaign. Unintentionally people will fall for this scam and can actually be tricked out of \$1,000,000.00+ Dollars.



**THANK YOU!**