

Call centres in india

[Economics](#), [Globalization](#)



Global organizations have always preferred outsourcing call center services to India, when compared to outsourcing to China, Philippines, Malaysia and other Asian countries. India has always been the most preferred outsourcing location, because call centres in India offers a wide variety of advantages that other countries do not offer. Today, having call centers in India has become the norm for several global companies. India has been able to effectively meet the growing international demand for call center outsourcing services by providing cost-effective services and customer-oriented call centers. Many international organizations are also setting up call centres in India, because India has a large qualified workforce and can also provide cost-effective call center outsourcing services. Outsource call center services to India and give your organization a competitive edge. The following are a list of reasons why outsourcing call center services to India makes business sense. Why outsource to call centers in India? 1. Large and educated workforce Call centers in India have a largest number of qualified, tech-savvy, IT literate, trained, skilled and experienced professionals. India has the largest English-speaking population after the USA. India's large and well-educated workforce has been one of India's main advantages over other countries. India will continue to have a well-educated and large workforce, because India has an ever increasing number of college graduates and a large number of successful training industries. These factors ensure that India's resources will keep increasing year after year. India's large manpower is willing to work for a lesser price. In a call center operation, manpower typically accounts for 55 to 60 percent of the total cost. In India, manpower is available at a fraction of the cost overseas. Initial investment in

infrastructure and training can be expensive and make one believe that the promise of cost reduction is false. However, there will be savings and the fact that several global giants continue to set up call centres in India is proof of this.

2. Specialized call center outsourcing services Call centers in India have experience in offering a number of call center outsourcing services, such as, inbound call center, telemarketing services, technical helpdesk services, CATI services, disaster recovery services, email support services and chat support services amongst others. Call centers in India can also provide a host of IT enabled services, such as, helpdesk services, accounting services, transaction processing services, remote network management and end-to-end processing amongst others. Call centers in India can offer expert product specific solutions, such as risk modeling, data mining, actuarial services and underwriting variation analysis. Call centers in India offer cost-effective call center outsourcing services without compromising on quality. Call centers in India also have the best of technology, people, processes, resources, operational expertise.

3. Time Zone Advantages More and more global organizations have been outsourcing call centers to India, because of India's time zone advantages. India's twelve hour time difference enables global organizations to provide their customers with 24x7x365 days services. By taking advantage of India's time difference, companies in the U. S have been able to ensure that their customers receive round-the-clock customer support. By outsourcing call centers to India, you can take advantage of India's time zone advantage. Get the India Advantage!

4. India's Policies The Indian government has extended its support to the outsourcing and IT industry. The government of India has allowed duty free exports of capital

goods and has provided tax exemption on the export of ITES. The Indian government has also aided the Indians in building software technology parks that have the latest in telecom facilities and infrastructure. This support from the Indian government has gone a long way in making India the world's most preferred outsourcing location.

5. Latest Technology and High-end Infrastructure Call centers in India employ the use of the latest technology, the best software and high-end infrastructure to provide high-quality customer support services. India has also experienced privatization and reduction in the tariff of internet services, telecom, cellular services and paging services. This has given India an advantage over other locations, in terms of infrastructure. India has the largest number of state-of-the-art call centers in the world. The Government of India has recognized the potential of IT-enabled services and has taken positive steps by providing numerous incentives.

6. Cost-effective call center services Another important factor why global organizations prefer outsourcing call centers to India is because call centers in India offer cost-effective customer support services without compromising on quality. With the low cost of manpower available in India, Indian call centers have been able to provide high-quality call center outsourcing services on a 24x7x365 days basis, at a cost which is more than 50% less if performed in the U. S or U. K. These reasons have encouraged more global corporations to outsource call center services to India, because they can get access to quality call center outsourcing services at a cost-effective price.

7. India enjoys the confidence and trust of global organizations India has been one of the first nations to step into the call center outsourcing industry. Global organizations have already outsourced

call centers to India and have found India to be an ideal outsourcing provider. Today, some of the world's global giants have a base in India, from where they provide customer support services to their worldwide customers on a 24x7x365 days basis. These successful call center outsourcing ventures have encouraged more and more global organizations to outsource call center services to India and give their organization a competitive advantage.