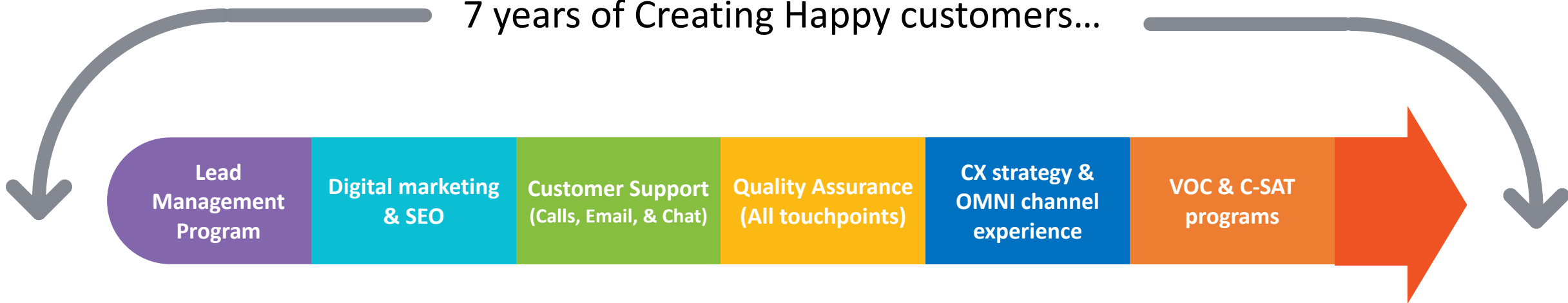


Company Profile
QDegrees Services Private Limited

QDegrees Services is a strategy driven consulting organization, working closely with businesses to enhance their end customer's experience



7 years of Creating Happy customers...



Acquire

Engage

Delight



Consulting Services

- Customer journey mapping
- Market Research
- Process re-engineering
- ISO certification



AI Tools

- Online price benchmarking
- Sentiment Analysis

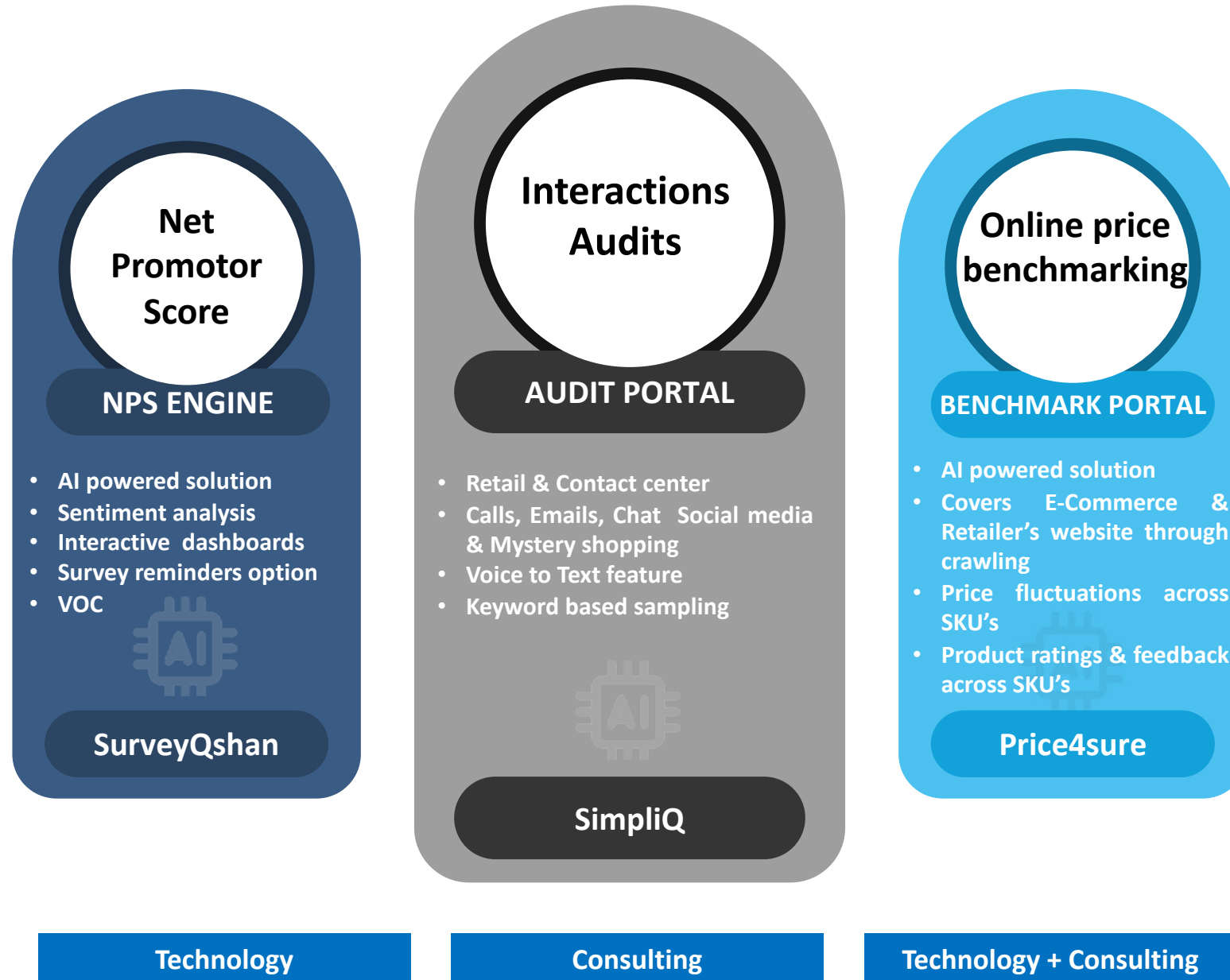


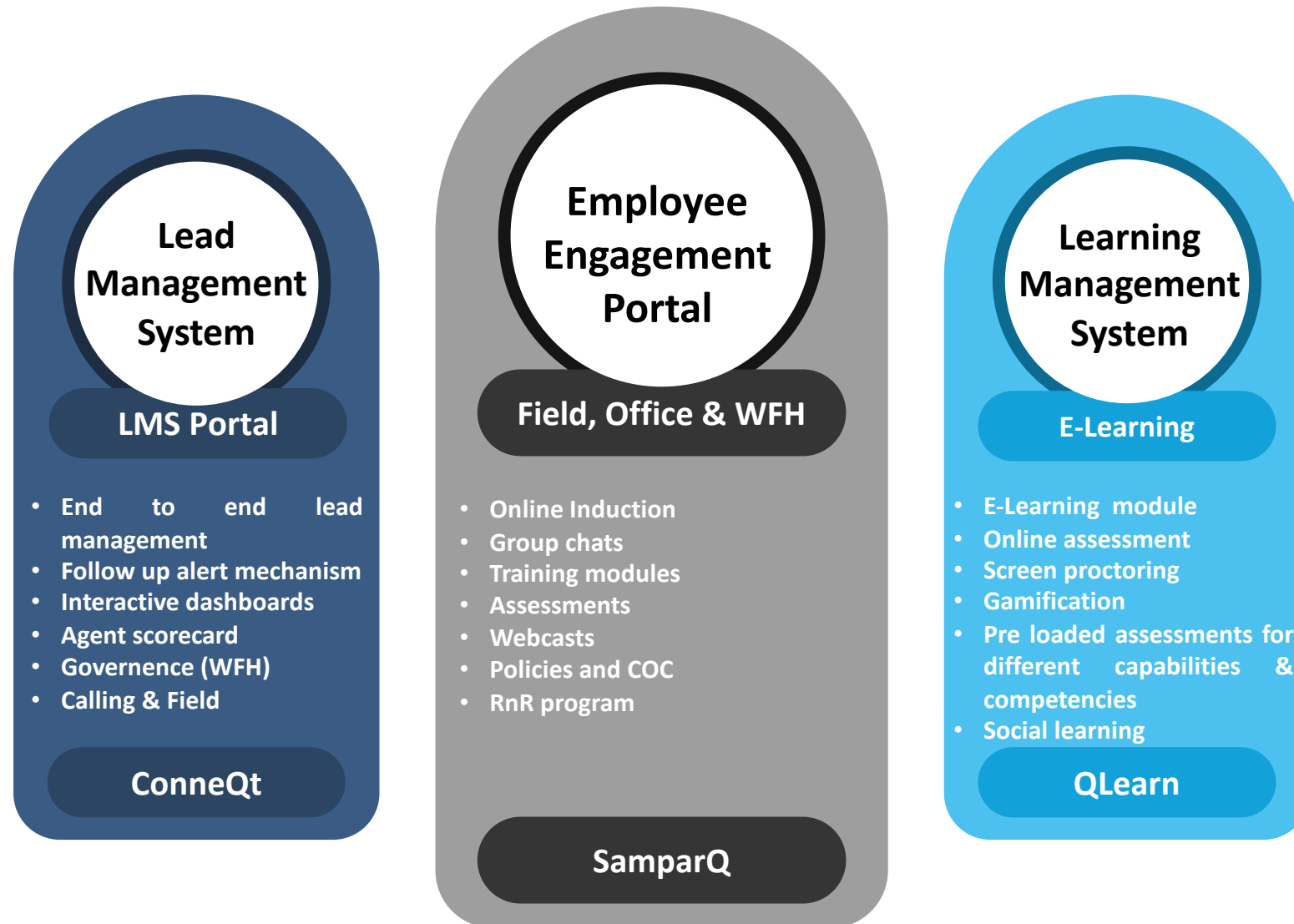
IT Products

- Net promotor Score
- Learning Management System
- Audit tools (Call centre & Retail)
- CRM Solutions

Location Agnostic Operating models

- Project Offices
- On-Site
- Work from home







Our CXM Services

Best in class customer experience

Customer Journey Mapping



Journey Mapping

- Customer identification and defining an ideal journey
- Capturing customer experience at all touchpoints
- Identifying customer expectations and opportunity areas

Quality Assurance



Audits

- Calls, Email, Chat, Social media & Mystery shopping
- Trained & certified SME's
- Automated workflow
- Real time action planning

Market Research



Market Research

- Primary & Secondary research
- 100+ strong field force across india
- 7 plus language capability for telephonic interviews/ surveys
- Competition benchmarking



Our CXM Services

Best in class customer experience

Process re-engineering



Lean

- End to end audit of the processes
- Gaps identification related to people, process and system
- Process correction and implementation
- Change management

Process Consulting



Consulting

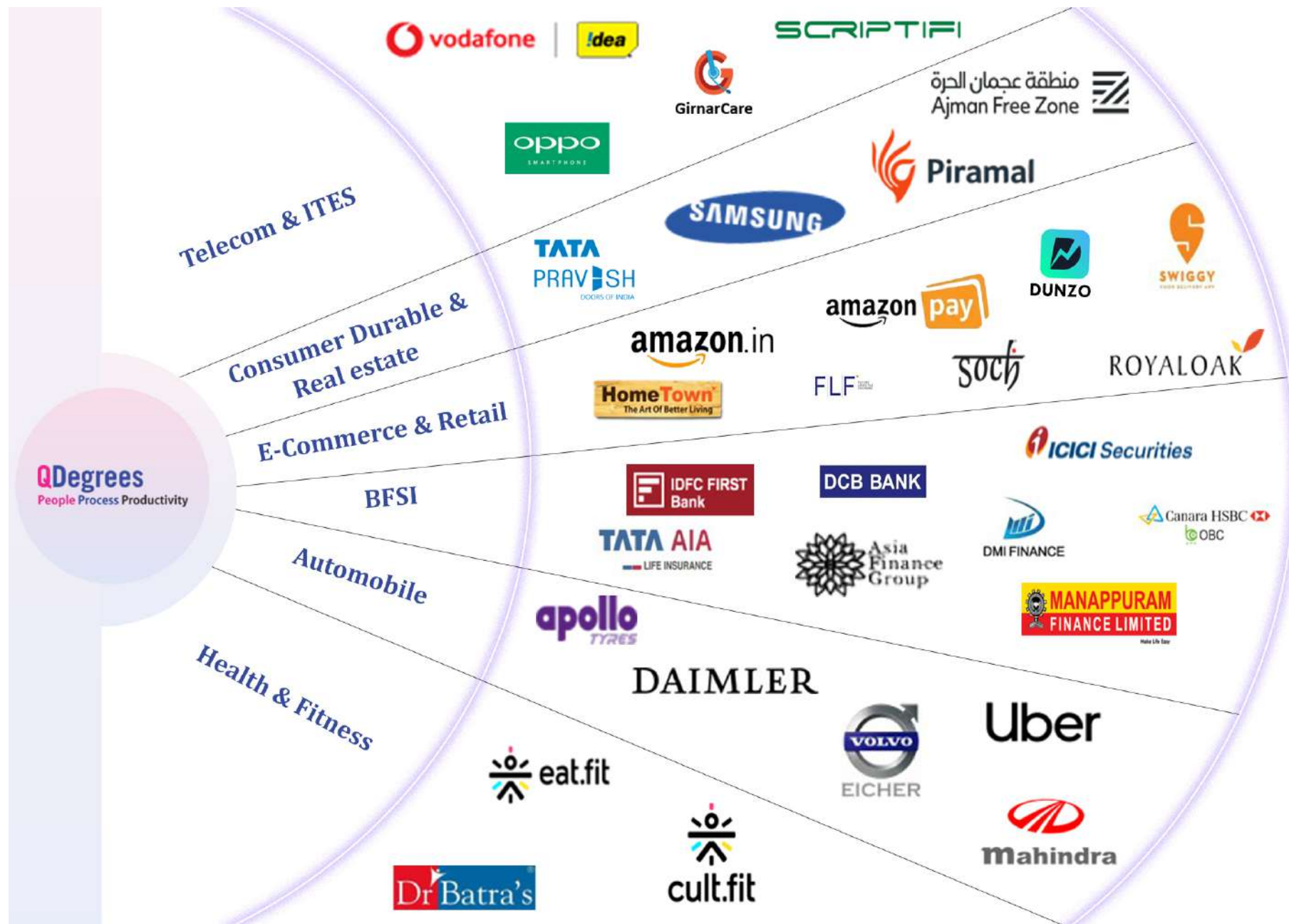
- CX strategy & roadmaps
- Regulatory compliances
- Distribution/Dispatch center
- Stock management and audit
- Onboarding /audit Sales channels/partners
- Shipment & return process

ISO Certification



ISO

- Understanding of businesses
- SOP creations
- Implementation of processes as per ISO standards
- Internal audits and gap analysis
- Final audit & certification





Lets connect...



Our Presence



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