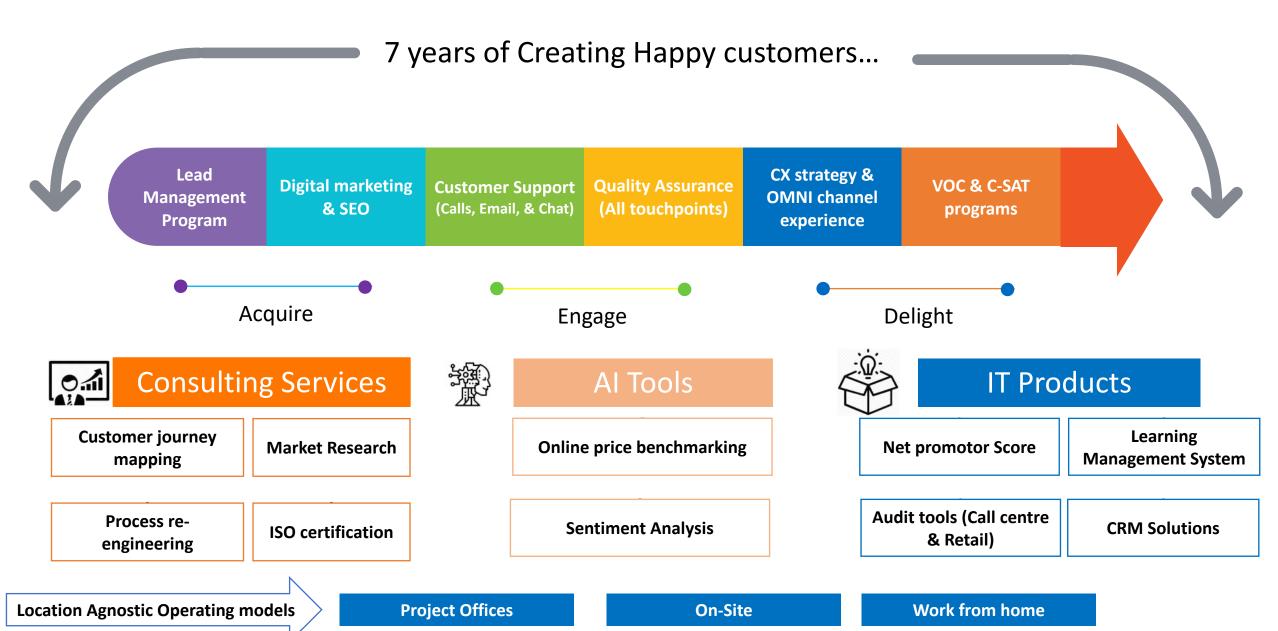


# Company Profile QDegrees Services Private Limited

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







www.qdegrees.com



# **Our AI Powered CXM Solutions**





## **NPS ENGINE**

- Al powered solution
- Sentiment analysis
- Interactive dashboards
- Survey reminders option
- voc

SurveyQshan

Interactions Audits

### **AUDIT PORTAL**

- Retail & Contact center
- Calls, Emails, Chat Social media & Mystery shopping
- Voice to Text feature
- Keyword based sampling

SimpliQ

Online price benchmarking

#### **BENCHMARK PORTAL**

- Al powered solution
- Covers E-Commerce & Retailer's website through crawling
- Price fluctuations across SKU's
- Product ratings & feedback across SKU's

Price4sure

**Engagement Models** 

**Technology** 

Consulting

**Technology + Consulting** 



# **Our CXM Solutions- New age technology**





- End to end lead management
- Follow up alert mechanism
- Interactive dashboards
- Agent scorecard
- Governence (WFH)
- Calling & Field

ConneQt

Employee Engagement Portal

Field, Office & WFH

- Online Induction
- Group chats
- Training modules
- Assessments
- Webcasts
- Policies and COC
- RnR program

SamparQ

Learning Management System

#### **E-Learning**

- E-Learning module
- Online assessment
- Screen proctoring
- Gamification
- Pre loaded assessments for different capabilities & competencies
- Social learning

**QLearn** 





## Best in class customer experience









#### **Journey Mapping**

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



#### **Audits**

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



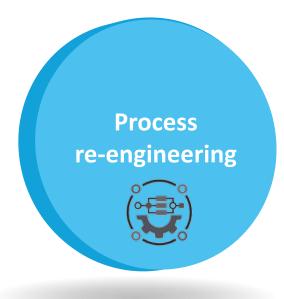
#### **Market Research**

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





# Best in class customer experience









#### Lean

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



## Consulting

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



#### ISO

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















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