



IT-ENABLED HR
SOLUTIONS

NFT CONSULT



 CALL CENTER

Call Center Solutions

ENTERPRISE-GRADE CUSTOMER ENGAGEMENT AT
SCALE

Delivering consistent, high-quality customer interactions requires more than a phone line — it requires the right platform, the right people, and the right processes. NFT Consult provides fully hosted infrastructure and expert operational support to help your organisation launch and run a professional contact centre.

✓ Hosted Cloud Platform

✓ Agent Management

✓ IVR & Call Recording

✓ CRM Integration

✓ Quality Assurance

✓ Fast Launch



THE CHALLENGE

Poor Customer Experiences Don't Just Lose Sales, They Lose Customers Forever

Managing a contact centre is operationally intensive. From sourcing and training agents to maintaining infrastructure and monitoring quality, the burden of running a professional customer engagement operation in-house can overwhelm most organisations. NFT Consult removes this complexity with a fully hosted call centre platform, end-to-end agent management, and rapid setup — letting you focus on customer relationships rather than infrastructure.



Infrastructure Cost

On-premise call centre hardware is expensive to install, maintain, and scale, diverting capital from improving customer experience.



Agent Turnover

High call centre attrition creates training backlogs, inconsistent service standards, and growing recruitment costs that erode operational efficiency.



No Quality Control

Without structured monitoring and QA, service standards degrade silently, and customers notice before management does.

99.9%

PLATFORM UPTIME SLA

<30

DAYS TO LAUNCH

Full

AGENT LIFECYCLE MANAGED

CORE SERVICES



Hosted Call Center Platform

Fully cloud-hosted contact centre with automatic call distribution (ACD), IVR configuration, call recording, and real-time monitoring — eliminating costly on-premise infrastructure entirely.

ACD

IVR Config

Call Recording

Real-Time Monitoring

Cloud-Hosted



Agent Management

Complete agent lifecycle management including recruitment, onboarding, training, performance monitoring, and quality assurance — ensuring consistently high service standards across every interaction.

Recruitment

Onboarding

Training

Performance

QA Scoring



Setup and Integration

End-to-end call centre setup including technology configuration, CRM integration, script development, and staff training — getting your contact centre operational quickly and efficiently.

CRM Integration

Script Development

Tech Config

Staff Training

SUPPORTED CALL TYPES

Inbound Customer Service

Outbound Sales & Surveys

Technical Helpdesk

Collections Support

Complaint Resolution

Appointment Scheduling



WHY NFT CONSULT

One Partner for Platform, People, and Performance

NFT Consult is the only partner in East Africa offering a fully integrated call centre solution — combining hosted cloud infrastructure, professional agent recruitment and management, and end-to-end operational support under a single service agreement.



No CAPEX Required

Fully hosted cloud infrastructure means zero hardware investment and no internal IT team required to manage the platform — all included in your monthly service fee.



Full-Stack Solution

From technology to talent, NFT Consult manages the complete call centre operation — one partner, one contract, one point of accountability.



Speed to Market

Standard call centre setup and launch in under 30 days, including agent recruitment, training, platform configuration, and process scripting.



Rigorous Quality Control

Structured call monitoring, QA scoring, coaching feedback, and performance management built into every engagement — not added on request.



Scalable Operations

Rapidly scale agent headcount up or down to match campaign volumes, seasonal peaks, and business growth — without fixed staffing overhead.



Multi-Channel Ready

Platform supports voice, email, SMS, and web chat — ready to scale across multiple customer touchpoints as your engagement strategy grows.

Launch Your Professional **Contact Centre**

Whether you need a 10-seat inbound customer service team or a 200-seat outbound operations centre, NFT Consult has the platform and the people to build it. Contact us today.



EMAIL

inquiries@nftconsult.com



WEBSITE

nftconsult.com

ONLINE CHANNELS

