

# TECHYDOTS

Technology-Enabled BPO & Outsourcing Partner

## 1. COMPANY OVERVIEW

Techydots is a technology-enabled BPO and outsourcing company providing managed customer support, appointment setting, lead generation, dispatch coordination, virtual assistant services, CRM management, and business automation to campaign owners, agencies, and scaling businesses.

## 2. CORE SERVICES

- Customer Support Outsourcing
- Appointment Setting Services
- Lead Generation Services
- Dispatch & Booking Support
- Virtual Assistant Services
- CRM Management
- Workflow Automation
- Website Development & SEO

## 3. INDUSTRIES SERVED

Transportation & Taxi | Solar | Insurance | Healthcare | Home Services | Real Estate | SaaS | Agencies | E-Commerce

## 4. OPERATIONS FRAMEWORK

Recruitment & Selection → Training & Onboarding → QA Monitoring → Performance Tracking → Reporting → Scaling

## **5. TECHNOLOGY EXPERTISE**

CRMs: GoHighLevel, HubSpot, Salesforce, Zoho | Automation: Zapier, Make.com |  
Communication: Slack, WhatsApp | Reporting: Custom dashboards

## **6. REPORTING STRUCTURE**

Daily activity summaries (on request) | Weekly performance reports | Monthly campaign reviews |  
Real-time escalation communication

## **7. CONTACT**

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