



WORK FORCE MANAGEMENT

OUTSOURCING WITH TRUST COMPANY PROFILE

www.wfmuae.com





Work Force Management

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ABOUT COMPANY

Work Force Management

is a local company based in Abu Dhabi, providing outstanding solutions for Customer Service. We cater to all types of companies and businesses of any size.

No matter the volume of your business, rest assured that our team of highly trained Customer Service representatives will support you every step of the way.



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VISION

To be the most trusted and valuable Customer Service company in the region distinguished by progress, speed, and permanent presence.

VISION AND MISSION

MISSION



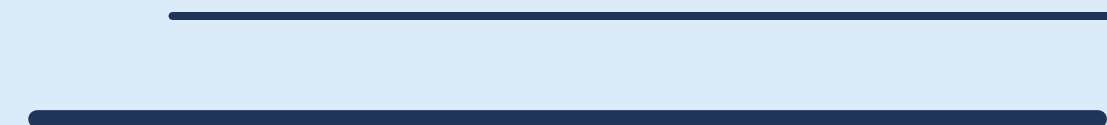
Provide state-of-the-art solutions for Customer Service and Operation Services that focus on delivering unique experiences to our clients' customers and enable their businesses to communicate easily with them.



BUSINESS APPROACH

Our business approach is built on:

- Understanding customer needs and desires
- Exceeding customer expectations
- Respecting and honoring customer promises
- Handling complaints swiftly



COMPANY SERVICES



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PLATFORMS MANAGEMENT

1. Content Strategy
2. Social Media Management
3. Content Management
4. Community Management



GRAPHIC DESIGN

1. Logo Design
2. Visual Theme Building
3. Branding
4. Social Media Posts



OPERATIONS MANAGEMENT

1. CRM Integration
2. E2E Process
3. QA
4. WFM Calling System

COMPANY SERVICES



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WEB DESIGN

1. Research
2. Wireframe Development
3. Design Mockups
4. Content Review



CUSTOMER ENGEMANT CENTER

1. Inbound Calls
2. Outbound Calls
3. Telesales
4. After-Sale Support



VIDEO PRODUCTION

1. Live Event Video Shoot E2E Process
2. Video Creation
3. Social Media Videos
4. Corporate Videos
5. Promotional Videos

PARTNERS



هيئة رأس الخيمة لتنمية السياحة
ras al khaimah tourism development authority



CONTACT US



We're here to assist you.
Your feedback is our top priority.



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