



OUTSOURCING THAT  
FEELS IN-HOUSE

**Make it happen.**



MAKE IT  
HAPPEN.

[teltalk.net](https://teltalk.net)



# Our Story

TelTalk is a next-generation **business process outsourcing** partner, Headquartered in Egypt, we were born from a simple yet powerful idea: outsourcing should enhance brand trust, not diminish it.

Our passion was to build a company that **does things differently**—one that focuses on creating expert-led remote teams that truly understand your business needs and function as a seamless extension of your own company.

This client-first mindset has been the engine of our growth, allowing us to build a trusted brand with over **100 clients** across the U.S., Canada, the Gulf, Egypt, and Europe in the first half of 2025.





# Vision

**To redefine outsourcing by providing businesses with high quality, cost-effective solutions that save at least 30% of their expenses while delivering unmatched service. We aim to be the go-to partner for businesses looking to streamline operations, and focus on growth—risk-free.**

# Values



**Client satisfaction & trust**



**Employee well-being**



**Maximum efficiency**



**Cost reduction**



**Transparency & clarity**



**Being outstanding**



# Foreword

TelTalk is a **business process outsourcing** partner helping global businesses cut costs and scale faster through expert-led remote teams. We provide dedicated solutions to enhance your customer lifecycle, from initial support to the final sale.

## Customer Experience (CX)

We deliver a great customer experience that keeps your business growing.



## Inbound Sales Representatives

Our sales agents convert your warm leads and inbound inquiries into loyal customers. This is not cold calling





**At TelTalk, we do things differently. We don't just hire people to fill roles! we build a team that truly understands your business needs.**



**Native level English team.** No more worries about communication barriers. Our team sounds just like your customers.



**Happy employees = better service,** We prioritize our team's well-being, ensuring they're motivated, engaged, and committed to delivering high quality.



**We focus on what actually matters to your business,** we ensure that our agents are experts in customer experience, efficient, confident, and skilled in handling objections.



# Customer Support

Your 24/7 Customer Support Partner

**Friendly, reliable, and professional support designed to make every customer interaction count and keep your business growing.**

- **Omnichannel Live Support:** We provide comprehensive support across all your key channels, including Phone, Email, and Live Chat.
- **Bilingual Teams:** Our team offers multilingual support, to ensure clear communication with your customers.
- **24/7 Availability:** Your customers get the help they need, anytime they need it, with our reliable 24/7 support.

Platform Expertise: Our professionals are proficient in today's leading support platforms, including Zendesk, Gorgias, Intercom, and more.







# Digital Solutions for CX

- Omnichannel Service
- AI Chatbots
- Robotic Process Automation
- Data Analytics







**+9**  
**languages**  
**supported**



**MAKE IT  
HAPPEN.**





# Your Tech, Our Tech. It Just Works.

WE KNOW THE LAST THING YOU WANT IS TO OVERHAUL YOUR ENTIRE SYSTEM WHEN YOU START WORKING WITH US. THAT'S WHY OUR TEAMS ARE DESIGNED TO BE FLEXIBLE AND ADAPTABLE.

**Our team is expert in leading customer support platforms like Zendesk, Gorgias, and Intercom, and can integrate directly with your existing CRM and support tools from day one.**

**The result? A smooth transition and unified data. We handle the technical details so you can focus on growing your business.**



# GDPR Compliance

At TelTalk, we build our relationships on trust and transparency. We understand that protecting your customers' data is your top priority, and it is our priority as well.

## 1. Our Data Security Framework

We operate under clear agreements that define our responsibilities as a 'Data Processor' to ensure full legal compliance.



- **Data Processing Agreements (DPAs):**

We operate under clear agreements that define our responsibilities as a 'Data Processor' to ensure full legal compliance.

- **Access Control**

Our teams are trained to access only the minimum data necessary to perform their tasks, whether it's customer support or appointment setting , while applying strict access controls on client systems like CRM and Zendesk.





# GDPR Compliance

- **Employee Training & Confidentiality:**

All our employees undergo continuous training on data privacy best practices and sign comprehensive confidentiality agreements.

- **Secure Infrastructure:**

We use a secure technological infrastructure to protect data from unauthorized access, providing the necessary IT support to ensure continuous security.

## 2. Our Shared Responsibility Model

- You are the Controller: As our client, you are the 'Data Controller' who determines the purpose and type of data to be processed.
- We are the Processor: As the 'Data Processor,' we follow your instructions precisely and ensure that our operations comply with GDPR standards.





# Your Trusted Partner for Growth

Focus on your business with confidence: We take care of the details of compliance and data security so you can focus on what really matters: growing your business, risk-free.





We're not just another  
outsourcing company.  
We **listen**, **adapt**, and **deliver**  
so you get the best team  
without the headaches.





# SEAT HOSTING

- Fully equipped environments designed to enhance productivity.
- Integrated technology for seamless communication and operations.
- A complete ecosystem to support your team's daily activities.





# Our Seat Hosting Services



## **DUAL INTERNET CONNECTIONS**

High-speed, reliable internet with two main connections and two backup connections for uninterrupted operations.



## **CUSTOMIZABLE WORKSPACES**

Flexible layouts tailored to your business needs, including private team zones or open office designs.



## **ADVANCED TECH INFRASTRUCTURE**

State-of-the-art firewall, IP telephony, call recording, IVR, and CRM systems to support seamless daily operations.



## **ON-SITE AMENITIES**

Enjoy rooftop cafes and a gym for your team's convenience and well-being.



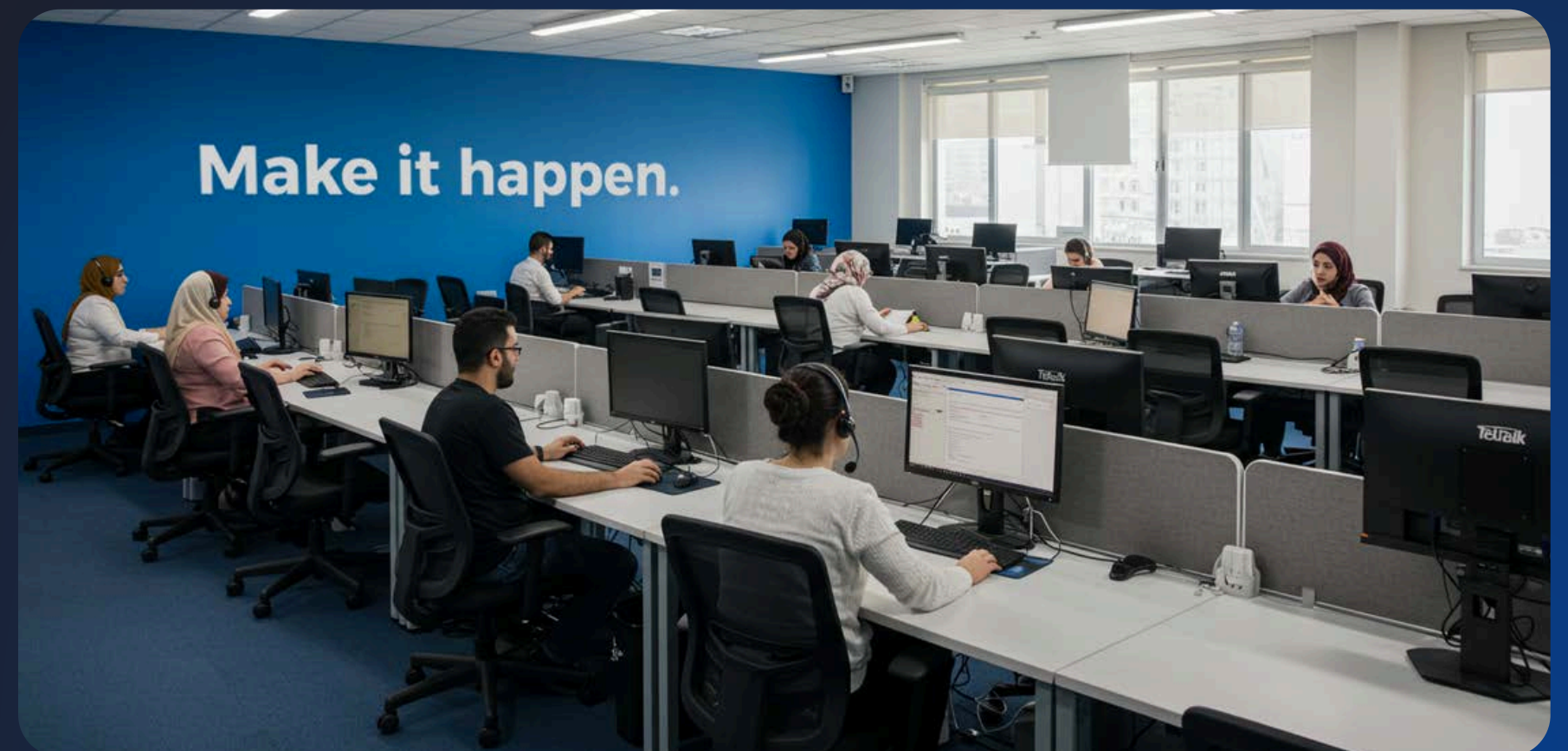
## **PRIME LOCATION**

A vibrant neighborhood with easy access to transportation, dining, and essential services.













# Our Clients +100

**VANMEDIA**



**ADvine**



**RJA**





# Our Partners





# Customer Testimonial

Hear from our  
happy customers



"Clear instructions, solid execution. Would definitely rehire."

RJA ★★★★★

"TelTalk has been a game-changer. Seamless scheduling and great results. Highly professional."

FLOW MOVE

★★★★★

"Truly exceptional cold calling smart, efficient, and timely. Highly recommended."

★★★★★



Verifier Hub

"Helped us enter a tough market with clear messaging and strong audience understanding."

AntBuddy.com ★★★★★

"Delivered more than expected. Great pricing and 24/7 support."

★★★★★

VANMEDIA

"Fast, organized, professional. Blended into our workflow perfectly."

★★★★★

RE/MAX  
INTEGRITY LEADERS

"A killer cold caller. Fast, focused, and conversion-driven."

★★★★★



"Reliable and responsive. Picked up our system quickly."

★★★★★

UNIVERSAL  
GLOBAL

"Great communicator. Executed sharp and kept improving results."

★★★★★



"Impressive coordination and consistent follow-through."

★★★★★

redline  
marketing  
& design





# Thanks !



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## Website

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