



Get your Forex  
Broker Sales & Support  
process managed by the  
Professional Team  
of Experts!

[www.fxbrokersupport.com](http://www.fxbrokersupport.com)

The service, packages, proposition mentioned in this brochure are serviced & managed by Prime Potential Informatics.





## Who we Are ?

We noticed that as the FX industry grew, there was a need for consultation services, especially due to the many challenges this market poses. Where if you are not able to predict your customer's needs – you lose them. Outsourcing can help you with voice, email or chat, our highly skilled professionals are committed to ensuring customer satisfaction.

Formed in 2017 by a team of FX industry veterans. Our combined experience in the FX & CFD industry exceeds 10 years and as we grow, this number increases. We come from a diverse background which includes sales, technology, and marketing.

We specialize to simplify your business and manage smoothly. We have the potential to Expand your business and reduce fixed costs by engaging to support your existing teams or completely manage business processes, including Client Support, Back Office, Finance, and Accounting.

Work with knowledgeable and experienced specialists who focus on forex brokerage outsourcing. Our teams will get to know and understand your specific business requirements and work hard to deliver the high-quality outsourcing service you expect. We adopt a consultative approach and partnership philosophy, tailoring our outsourcing solutions to suit your needs, now and as they evolve.

As your outsourcing partner, we will work with you to construct the solution best suited to your needs, using all or some of the components from our outsourcing continuum.



## Multi Dimension Approach

- Multilingual Customer Support
- KYC & On Boarding
- Remote technical Support
- Welcome Programs
- Back-Office Support Activities
- Social Media Solutions



## Brand Awareness

- Cold calling
- Prospecting
- Lead campaigns



## Sales Programs

- Inbound and Outbound sales
- Customer retention programs
- Win-back and loyalty programs
- Cross-sell and up-sell sales
- On Request Call Support

## Benefits :



### Serving Worldwide

No matter where your customers from, We will work in all the timezones.



### Save Time And Money

We already have a ready established solutions for effective sales with high conversion, support & retention rate!.



### Guaranteed Results

We guarantee a constant increase in sales!.

# Packages

Email Support	LIVE CHAT SUPPORT	PHONE INBOUND SUPPORT	CRM AND BACK OFFICE
Hourly Billing	Hourly Billing	Hourly Billing	Starts From \$ 999 Per Month
Customer Contact Emails	Pre Chat Survey	Answer, Screen & Attend Customer Calls	Account Creation
Helpdesk Support Emails	Post Chat Survey	Forward Business Calls via Emails	New Client Onboarding
General Emails	Sales Chat	Product / Services Support	KYC Management
Point of Contact Emails	Support Chat	Voice Mail Forwards	Spam Management
Escalation Emails	Ticket Management	IVR Configuration & Management	Verification & Compliance Management
Dedicated Support Agents	Visitor Mangement & Tagging	Take Messages/ Appointments	Accounts Management
Availability 24/5	Automations	Support to Sales Scheduling	Fundings & Withdrawals Management
	Dedicated Support Agents	Dedicated Support Agents	Reportings
	Availability 24/5	Availability 24/5	IB Management & Mapping
			AML Management & Report
			Reports And Analytics
			Dedicated Support Teams
			Availability 24/5



## SERVER/MT4/ MT5 MANAGEMENT

Starts From  
\$ 750 Per Month

Windows Server Management  
Weekly Maintenance of Live/ Demo & Backup Server  
Administrator Configurations  
MT4/MT5 API Management  
Plugins & Tools Management  
Logs & Reports Analysis  
Daily/ Weekly Server Reports  
Trades & Price Feeds Monitoring  
Platform Monitoring  
Technical Troubleshootings  
Order Managements  
Dedicated Support Teams  
Availability 24/7

## SALES

Revenue Based  
Billing

Outbound Sales Calls  
Leads Qualifications  
Leads Management  
Clients Onboardings & signups  
Upsellings  
Cross Sellings  
Customer Prospectings  
Sales Emails  
Quality Analysis  
Reports & Matrix  
Dedicated Support Teams  
Availability 24/7

## RETENTION AND REFERRALS

Revenue Based  
Billing

Referral Generations  
Referral Leads Incubations  
Referral Leads Qualifications  
Referral OnBoardings  
Business Continuation Plans  
Cross Sellings  
Up Sellings  
Loyalty Programs  
Contunous Followups  
Customer Satisfaction Management  
Dedicated Support Teams  
Availability 24/7

## TECHNICAL SUPPORT

Instance Based  
Billing

Remote Access Support  
Telephonic Calls Support  
Email Support  
MT4 / MT5 Troubleshootings  
Installations & Configurations  
VPS Support  
Dedicated Support Teams  
Availability 24/5

# Connect With Us



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