



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

www.fxbrokersupport.com

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Prxim Infowares Pvt. Ltd (www.prxim.in). For any queries, Please contact us at sales@prxim.in



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

Hourly Billing

Customer Contact Emails
Helpdesk Support Emails
General Emails
Point of Contact Emails
Escalation Emails
Dedicated Support Agents
Availability 24/5

LIVE CHAT SUPPORT

Hourly Billing

Pre Chat Survey
Post Chat Survey
Sales Chat
Support Chat
Ticket Management
Visitor Mangement & Tagging
Automations
Dedicated Support Agents
Availability 24/5

PHONE INBOUND SUPPORT

Hourly Billing

Answer, Screen & Attend Customer Calls
Forward Business Calls via Emails
Product / Services Support
Voice Mail Forwards
IVR Configuration & Management
Take Messages/ Appointments
Support to Sales Schedulings
Dedicated Support Agents
Availability 24/5

CRM AND BACK OFFICE

Starts From \$ 999 Per Month

Account Creation
New Client Onboarding
KYC Management
Spam Management
Verification & Compliance Management
Accounts Management
Fundings & Withdrawals Management
Reportings
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

Continuous 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

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