



OpusMundiBPO



YOUR CONNECTION TO UNPARALLELED SERVICE

**Specially Designed For
Quick Service Restaurants Industry.**



President's Message

We are deeply committed to fostering innovation, collaboration, and progress in our organization. Together, we continue to embrace challenges as opportunities, working tirelessly to create a brighter future for all our Clients



Service Advantages

Our in-depth understanding and expertise in the restaurant service industry makes us uniquely positioned to deliver the highest level of services for clients. We are happy to serve as a critical extension of our clients' businesses.

Higher productivity and Low Labor Cost

Our contact center empowers you to Say goodbye to overstaffing and understaffing issues – our versatile scheduling adapts to fluctuating demand, allowing you to maintain optimal staffing levels without sacrificing customer service. Our versatile customer support services help keep your labor costs below 1% of your net sales which is crucial for maximizing profitability

Zero Order Loss

In the fast-paced world of quick-service restaurants, every call is an opportunity, and at Opus Mundi BPO, we ensure you never miss a beat. Introducing our call center services – where every call matters, and potential revenue is never left on the table

Real time update

We keep engaged with your store supervisor/manager for real time 2-way communication using App solutions. Our call center operates as per your store timings, ensuring that every call, whether it's during the lunch rush or late-night cravings, is answered promptly. No more missed connections, just uninterrupted service.

Customer Delight

Happy customers are repeat customers. Our call center goes beyond order-taking – we engage with your customers, enhancing their experience and building brand loyalty. Satisfied customers are more likely to explore your menu and add those extra items to their order.

Easy and Seamless Integration

Worried about implementation? Fear not. Opus Mundi BPO seamlessly integrates with your existing systems, ensuring a smooth transition and immediate results. Our ROI engine is designed to enhance your customer experience while significantly elevating your bottom line.

OUR VISION

Empowering businesses through seamless outsourcing solutions, fostering growth, and creating lasting partnerships.

OUR MISSION

To consistently exceed client expectations by providing reliable, scalable, and customized BPO services, enabling our clients to focus on their core competencies and achieve strategic goals.



WHY

OpusMundiBPO?

10-15% increase in the ticket size

Our expert call center agents are trained not just to take orders, but to upsell strategically. With personalized recommendations and enticing add-ons, we've witnessed a remarkable uptick in order values for our partner restaurants. It's not just about selling more; it's about selling smarter

ROI Engine for you

Boosting revenue is the name of the game. Introducing Opus Mundi BPO – where our call center becomes your ROI engine, not just paying for itself but driving your profits to new heights. Our agents are well trained with precision and finesse, they suggest complementary items, enticing add-ons, and exclusive deals, turning every order into an opportunity for upsized profits

The Technology Advantage:

We harness cutting-edge technology to enhance your customer experience. Our technology is designed to streamline communication, optimize efficiency, and personalize interactions. Here's a brief overview of how we leverage technology to serve you better:

- Advanced Call Routing solutions
- Intelligent Interactive Voice Response (IVR)
- Integrated CRM solutions
- Fail-over for VoIP Providers
- Real-time communication and Analytics
- High degree of Quality Assurance
- Strong Security and Compliances

Our Esteemed Collaborators

We proudly have served more than 300 quick service restaurants (QSRs) across several locations for various local and national fast food brands.

Our clients are the heartbeat of our business, driving our dedication to excellence. We prioritize understanding their unique needs and aspirations, fostering strong relationships built on trust and collaboration. Through personalized solutions and unwavering support, we empower our clients to achieve their goals and navigate challenges with confidence. Together, we forge paths to success, ensuring their satisfaction remains at the forefront of everything we do.



Contact Us:



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