



Inn@vate



YOUR DREAMS ARE OUR MISSION



BPO & Customer Experience Solutions for Global Brands in Egypt

MULTILINGUAL · 24/7 OPERATIONS

BPO SERVICES CATALOGUE

About Us



Innovate-X's BPO division builds and operates dedicated customer experience and back-office teams inside Egypt on behalf of major airlines and global companies. We combine Egypt's deep multilingual talent pool with flexible, fast-to-launch operating models — from long-term outsourced teams to short seasonal surges.



Multilingual agents serving customers across Europe, the Gulf & beyond



Trusted by major airlines and international brands operating in Egypt



Flexible team sizing — from pilot programs to full-scale operations



Innovate-X

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Core Capabilities



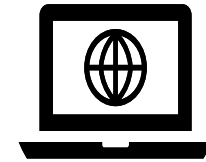
Multilingual Talent Pool

Access to a deep, cost-competitive pool of multilingual agents across European, Gulf and international languages, based in Egypt.



Rapid Deployment & Scale

Teams can be recruited, trained and live within weeks — built to support pilot programs, seasonal peaks, or long-term growth.



Enterprise-Grade Operations

Secure facilities, data protection practices and quality frameworks built to the standards global brands and airlines expect.



Service Delivery Assurance



Every engagement is backed by dedicated account management, clear SLAs and the flexibility to scale a program up or down as your business needs change.

- ✓ Dedicated account & operations management
- ✓ Flexible engagement models — long-term, seasonal or pilot
- ✓ Omnichannel support: voice, chat, email & messaging
- ✓ Strict SLA & KPI monitoring with regular reporting

Languages supported include **English, Arabic, French, German, & more**



SERVICE LINE

Customer Support



What We Deliver

- Multilingual inbound & outbound contact center support
- Voice, live chat, email and social media channels
- 24/7 coverage aligned to global time zones
- Complaint handling, booking support & general inquiries

KEY HIGHLIGHTS

Multilingual coverage · Omnichannel · 24/7 availability

SERVICE LINE

Back-Office Work



What We Deliver

- Data entry, processing & document management
- Claims, refunds & order management support
- Administrative and transaction processing
- Quality checks and compliance documentation

KEY HIGHLIGHTS

Accuracy-driven workflows · Secure document handling · SLA-based turnaround





SERVICE LINE

Technical Support



What We Deliver

- Tier 1 & Tier 2 multilingual technical helpdesk
- Troubleshooting, ticketing & issue escalation
- App, platform & digital service support
- Knowledge-base and self-service content support

KEY HIGHLIGHTS

Multi-tier support · Ticketing & escalation · Multilingual troubleshooting

SERVICE LINE

Sales, Marketing & Consulting



What We Deliver

- Outbound sales & lead generation campaigns
- Inbound sales support and upselling
- Marketing campaign execution support
- Back-office process consulting & optimization

KEY HIGHLIGHTS

Campaign-ready teams · Performance tracking · Process improvement consulting





SERVICE LINE

Flexible Engagement Models



What We Deliver

- Pilot programs to trial a new market or service line
- High-season, short-term teams for peak demand periods
- Message-only support tracks (chat & email, no voice)
- Scalable third-party teams built around your calendar

KEY HIGHLIGHTS

Pilot-friendly · Seasonal scaling · Channel-flexible engagement



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Let's Build Your Team in Egypt



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