

COMPANY
PROFILE



JORDAN
STEPS SOLUTIONS

Jordan Steps institution is a Jordanian institution specializing in providing integrated services and solutions related to call center services, customer relationship management services, customer data management systems, and customer loyalty systems. The institution expanded professionally in offering software development and services to all the different establishments, companies, and commercial projects. Currently, it has multiple websites and applications, such as (3yada online - Yalla Natlob - My locations), and the institution provides its services in all the educational, industrial, and charitable sectors. The company is considered the first establishment in Amman in the restaurant outsourcing field. It was launched in **2014** and awarded the Queen Rania of Jordan award as first place in human support.

The Jordan Steps Institution seeks to cover its services all around the Arab World, as it has branches in Iraq and Egypt. The institution has long-term relationships with many successful partners in Jordan, such as (Firefly - Wazzup Dog - Qays - others). The institution provides high-quality and professional services to meet the customers' needs with a mixture of continuous innovation and development. The cadres and staff distinguished us on the outsourcing services and call center with a massive customer database as we work based on mechanisms and studied strategic plans meeting the highest global standards.



ABOUT
US

OUR TEAM

The Jordan Steps Institution has an integrated team, including technical and administrative teams combining the most talented employees in the call centers, the programmers and experts in the call centers, and the expert consultants in the customers' relationship field, besides having professional administrative cadres with high experience helping the trained team with the highest efficiency to provide call centers services professionally and based on a qualified and proven system to provide **24/7** customer services.



OUR VISION

To be pioneering in providing call center services and applications, customer relationship management services, developing all the applications in the local and regional market by adopting creative ideas and the most innovative in offering services while achieving a wide-range growth in implementing our services and works meeting the customers' needs and requirements.



OUR MISSION

We use the best usage of the most modern techniques to provide customers with global services to reach the highest level of trust. We work on establishing the institution's position locally and globally as a pioneering company and primary supplier to all the CALL CENTER services and CRM services while providing practical solutions in the call centers, customer relationship management, and all the programming services.



OUR GOAL

We seek to consistently work on a high level of quality and professionalism and cope with global developments through developing and gaining fundamental skills and training our teams and staff to continue to create an environment that meets the customers' demands in everything related to our services and sectors which coping with the most modern standards and specifications.



OUR VALUES



- ★ Honesty and transparency in all our dealings.
- ★ Creating long-term relationships with customers.
- ★ Seeking to upgrade the services performance level.
- ★ Providing the highest possible quality.
- ★ Customer satisfaction is our priority.



OUR SERVICES

Call Center Services

The institution has a cloud-based call center providing all the call center features professionally, allowing customer service to work remotely. It has an infrastructure highly dependent on giving the best customer response. This system allows all the customer service supervisors to make live and detailed monitoring of the performance reports, with the ability to connect the CRM with the call records service.

The institution uses the most modern techniques and call center services in the world called AVAYA CALL CENTER. It is considered the best call center technique for achieving the highest results and giving the customers the best benefits. Also, it provides multilingual call center services such as Arabic, English, and German with high professionalism.

Customer Relationship Management (CRM)

The institution establishes professional CRM, guaranteeing the creation of an integrated database for the customers and managing and developing the sales processes, besides managing the accounts to provide better customer service on the highest level.

Also, these systems provide detailed reports and analysis and the ability to connect with different approaches. For example, The Jordan Steps application is available anywhere in the world, whether on selling points or other applications...etc.

Communication systems services (Call Centers)

The institution provides the most modern and integrated solutions for the best and most known cloud-based call centers, which guarantees an exceptional experience to the technical support services through a cloud-based call center, CRM, Whatsapp conversations, and all the social channels that fit the customers and target audience.

Also, our call centers provide accurate information for the customers, create a welcoming message, and provide information about incoming calls and missed calls, in addition to analyzing the data accurately to know the strength and weaknesses points of each establishment or organization.

OUR SERVICES

Customers Data Management Services

The institution provides the most modern customer data management systems to improve sales, double the profits, and develop customer service in the right way to maintain the customers' data and manage the sales, projects, and products more effectively through a professional and integrated system.

Jordan Steps Restaurants Application

The application is created and designed to provide sufficient and accurate reports about all the restaurants and sales processes. This application distinguishes itself by determining the customer's abilities and completing a robust customer database of essential information such as the regions, products, and prices while securing them and using the best servers to guarantee speed and security.

Yalla Notlob Website

The website was designed with high professionalism. It implements all the order systems for any establishment, whether a restaurant or a commercial shop, as it deals with a broad range of restaurants and shops. The customers can choose among the available options and determine their orders, and contact effortlessly, and as soon as possible, there will be online purchases to facilitate order payments.

Subscription Call Center Service

The Jordan Steps Institution provides Subscription call center services and applications. You can sign up for a call center application for a certain period, whether monthly or annually, based on the customers' requirements and demands. The application can be adapted to fit each establishment, and then benefit from all the call center application services and manage it easily.

OUR SERVICES

Customers Loyalty Programs

The Jordan Steps institution helps in providing the most modern and best systems and loyalty programs, which contribute to maintaining the customers from not going to the competitors, sales growth, and reducing new customer acquisition cost (CAC), which lead to the increase of the profits in the company or the institution. Also, there is an ability to engage the customers by providing quality evaluation calls, after-service support, and knowing the customers' feedback on the company or the institution they are dealing with while making studies and surveys for the customers' recommendations internally and externally to develop the business.

3yada Online Application

The medical application is designed to help the doctor manage all the clinic processes from the instant the patient enters until the exit without complications. The application can be rented or bought. Also, it adapts to meet the clinic and the doctor's demands.

The application distinguishes between easy and fast use in dealing, accurate accounts, information security, and not losing the patient data and facilitating the dealing with him at any time.

My Locations Application

The application helps companies, establishments, and commercial projects reach customers easily through google maps by sending SMS and targeting the companies and establishments with a broad range of customers and needs continuous contact with them to clarify the data.

My Locations Application works on solving this problem within a few moments. Each customer will have the company or commercial shop data such as the name, address, offers, prices, and product details. These data are delivered with one click on an SMS with the company's name in a professional and speedy.

Success Partners

Service, educational, industrial, charitable and medical sectors

		
		
		



JORDAN
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