BPO Dynamics

Driving performance, collaboration and transparency from the palm of your hand.

About Us

Africa is an Emerging BPO Hub of the World.

Our leadership team at have a passion for solving real problems and with their extensive experience in Business Process Optimisation, Technology and Engineering, they have developed a Mobile App solution that is aimed at driving high performance within Contact Centres, Sales and Production type workplaces.

This solution is quickly implemented, low cost & almost immediate in achieving outcomes.
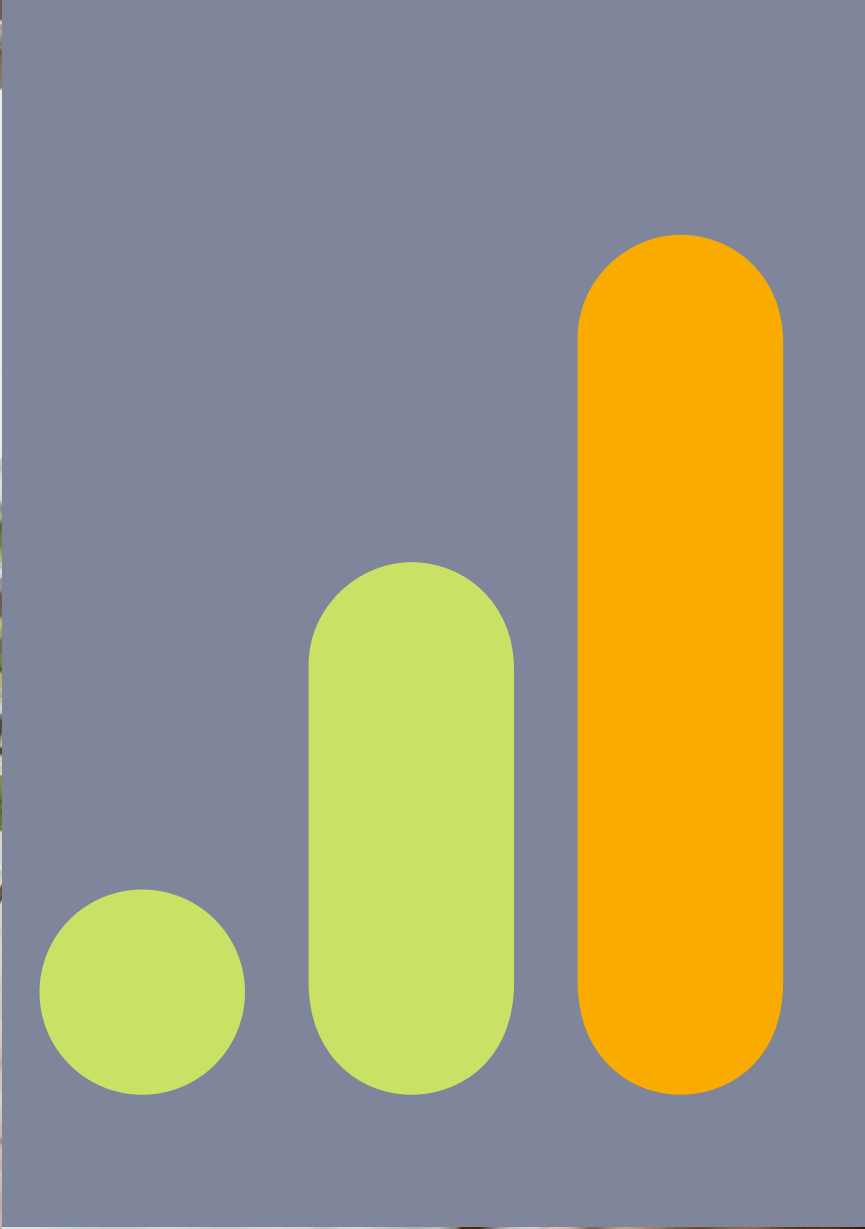

Keeping Conversations Healthy

Know My Performance
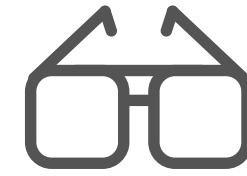

Happy & Productive
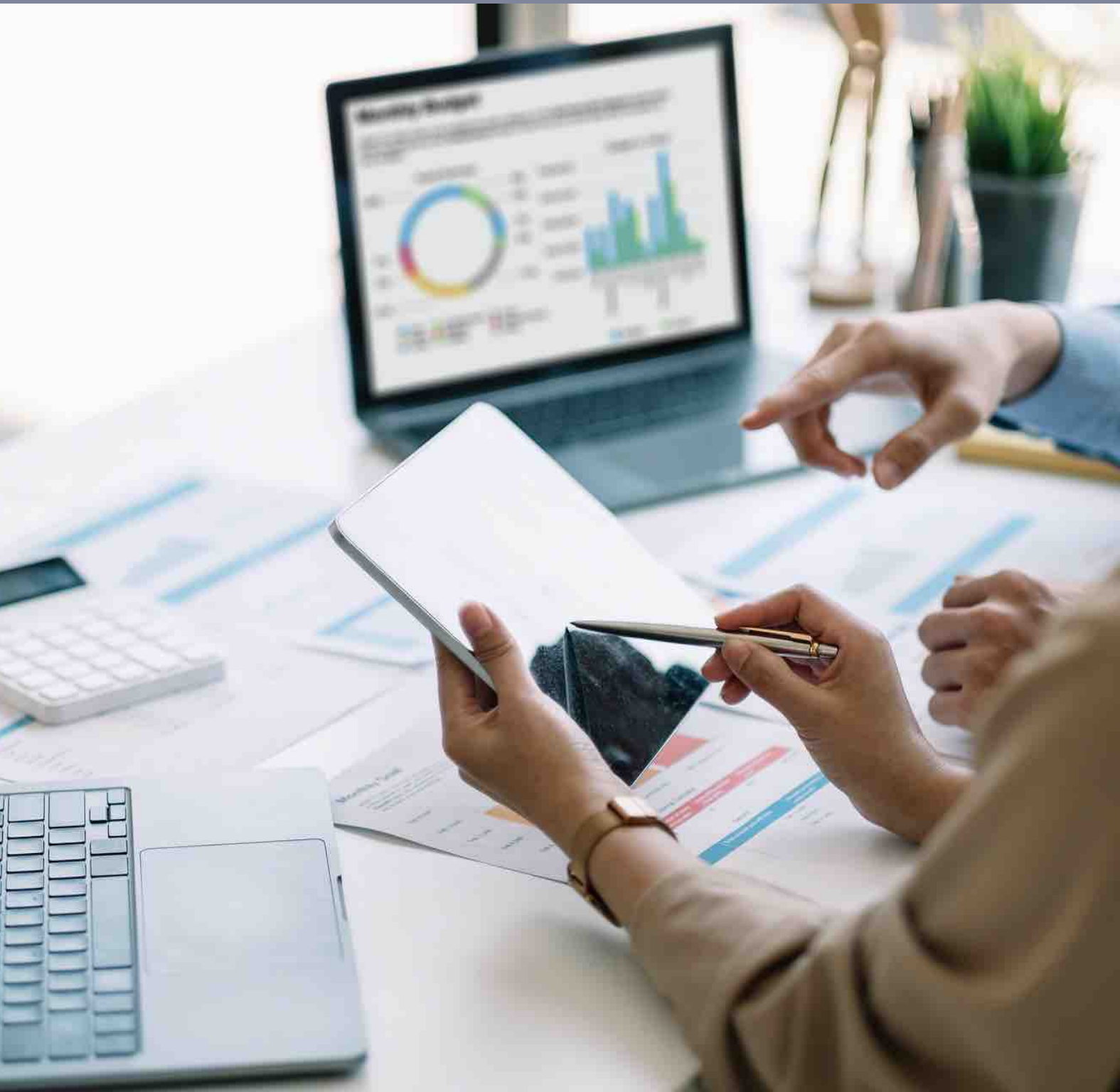
The Solution Overview

For us at BPO Dynamics, target driven roles like Sales Reps, Call Centre agents, Production and Manufacturing staff are probably the most challenged workforce from a numbers / targets perspective & in order to achieve high performing outcomes, data driven - self service technologies are a 'MUST HAVE'

A Purpose Built Solution

If your business is finding challenges in the following areas then this solution will be a catalyst to solving them...
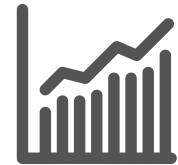
Transparency in Performance

Pin Point Problem Areas

Agent Availability

Abandoned Calls
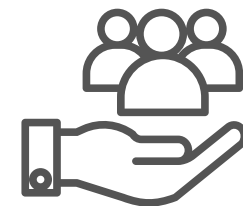
Poor Call Management

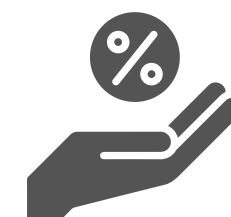E-mail Campaigns

Multi-Site Operations
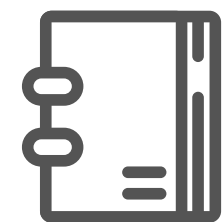
Working from home

Excessive Escalations

Productivity & Hours of Work

Sales & Commission

Knowledge Sharing

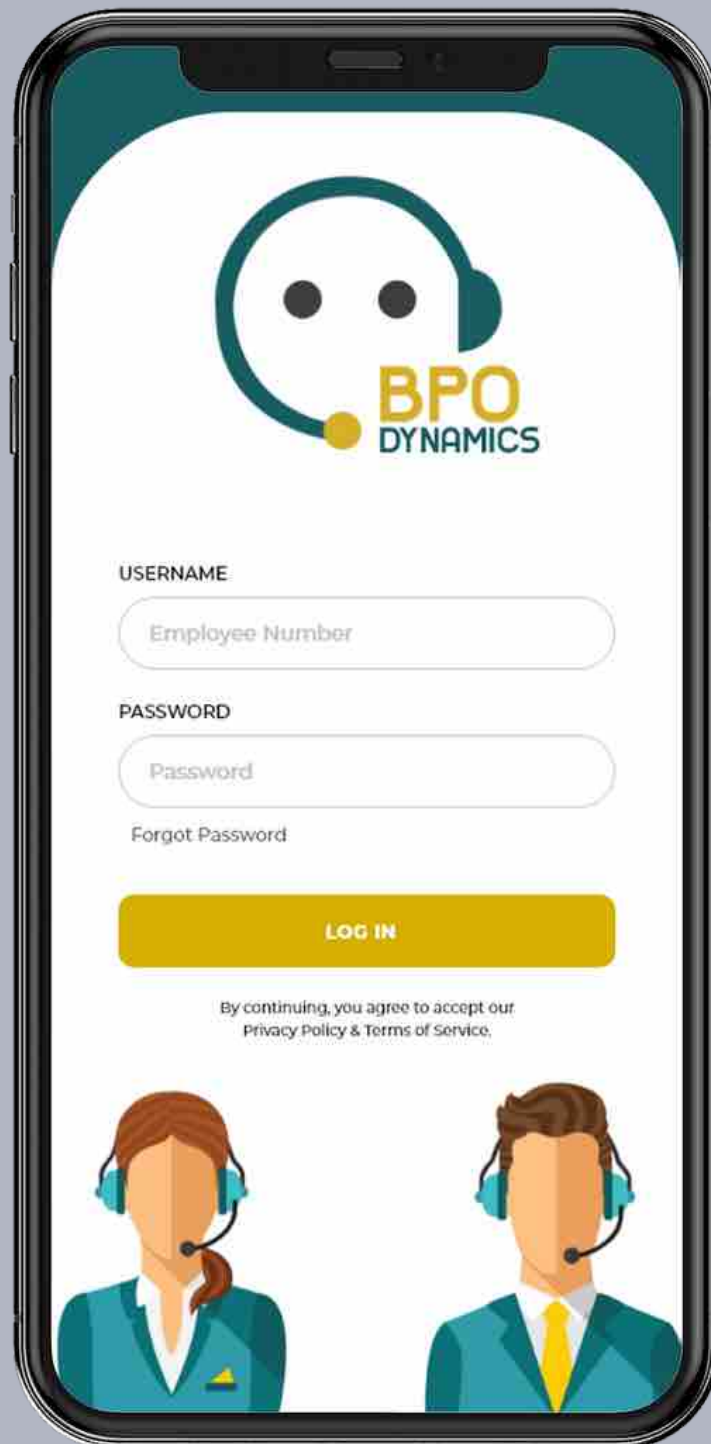Waiting for Reporting

Unhappy Staff

Self Service Performance Management
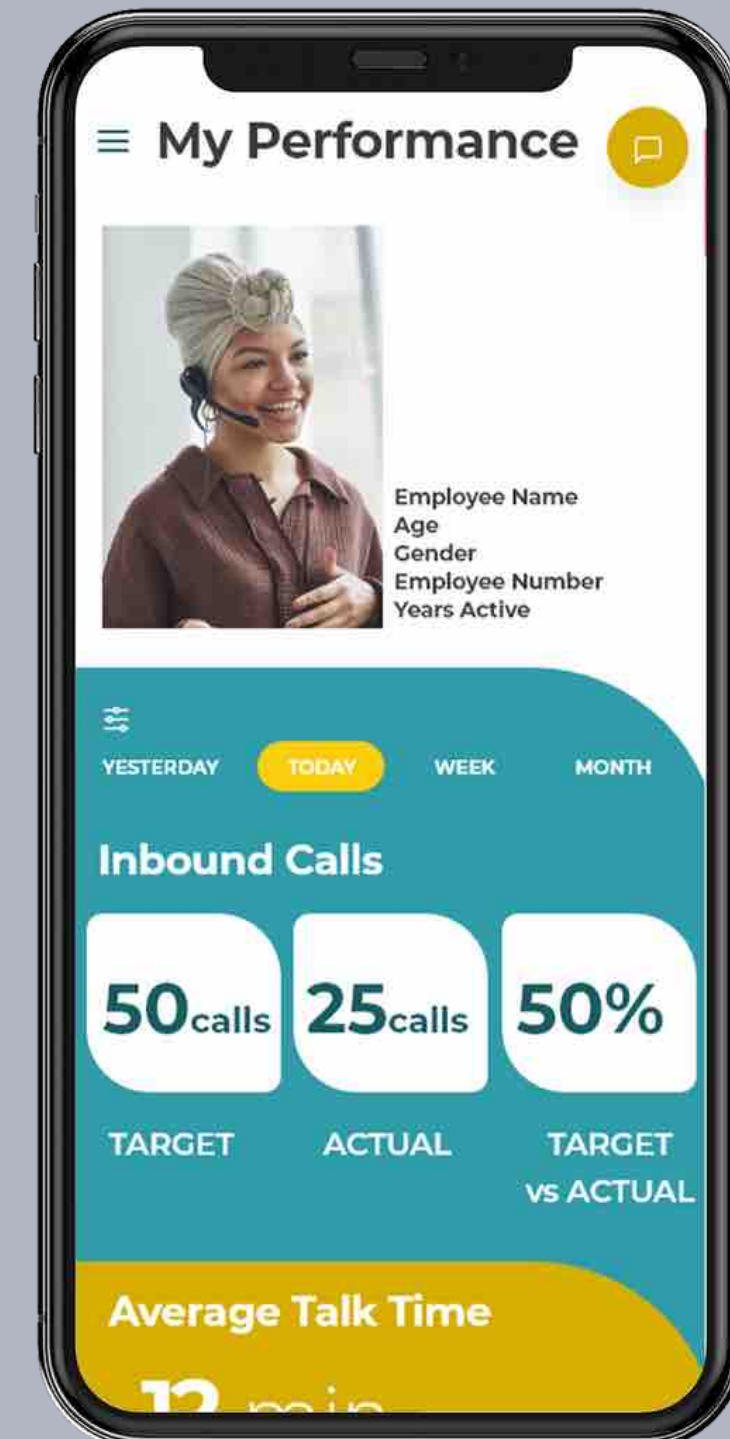
Perfomance Contract Disputes

#SecurityFirst

Security Above All Else

- Using a **secure platform** from which all users can **seamlessly log in** using their existing employee number as a unique username and a chosen password.

- Simply upload **user credentials** to the mobile app database and the **app will do the heavy authentication lifting**

- Forgot Your Password? No need for forms 4367 to be completed for approval or waiting for the Helpdesk to answer, simply use the **forgot password feature** to receive a OTP within minutes and create a new password.

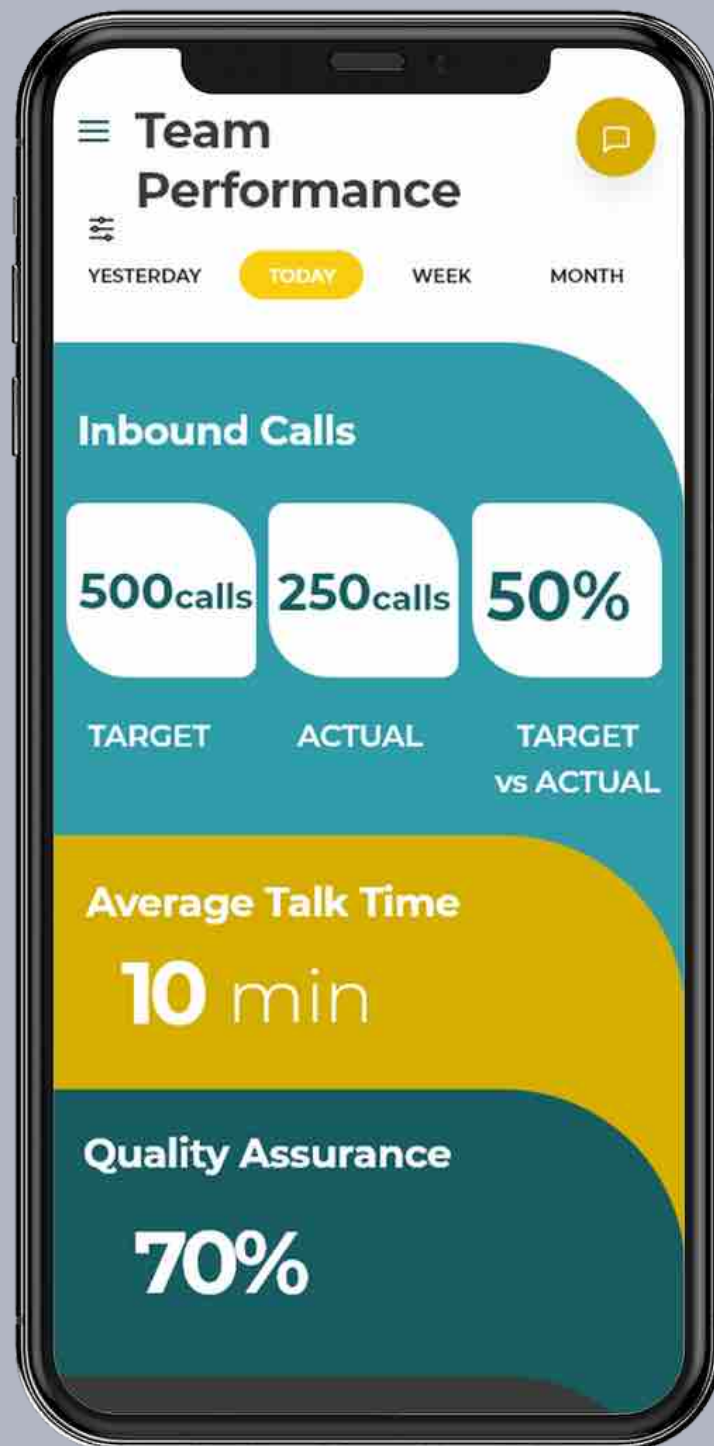- You will be **up and running in no time**

#MyPerformance

Knowing your Numbers is your Ticket to the GAME!

- As an agent (staff), **all your performance statistics** centralised for ease of use & readily **available at your finger tips.**

- Want to know when & how far you shot the lights out? Simply use the **default date ranges** and you can amaze yourself on how well you did yesterday or today, all by **a touch of a button**. (No need for those lengthy spreadsheets).

- Need to see more? By using the Week & Month date selections you can see what was achieved for the current these periods. The **custom date selection** allows for a **broader view of stats**. (Performance Reviews?)

- And while you are at it, **you can upload a cool profile pic of yourself.**
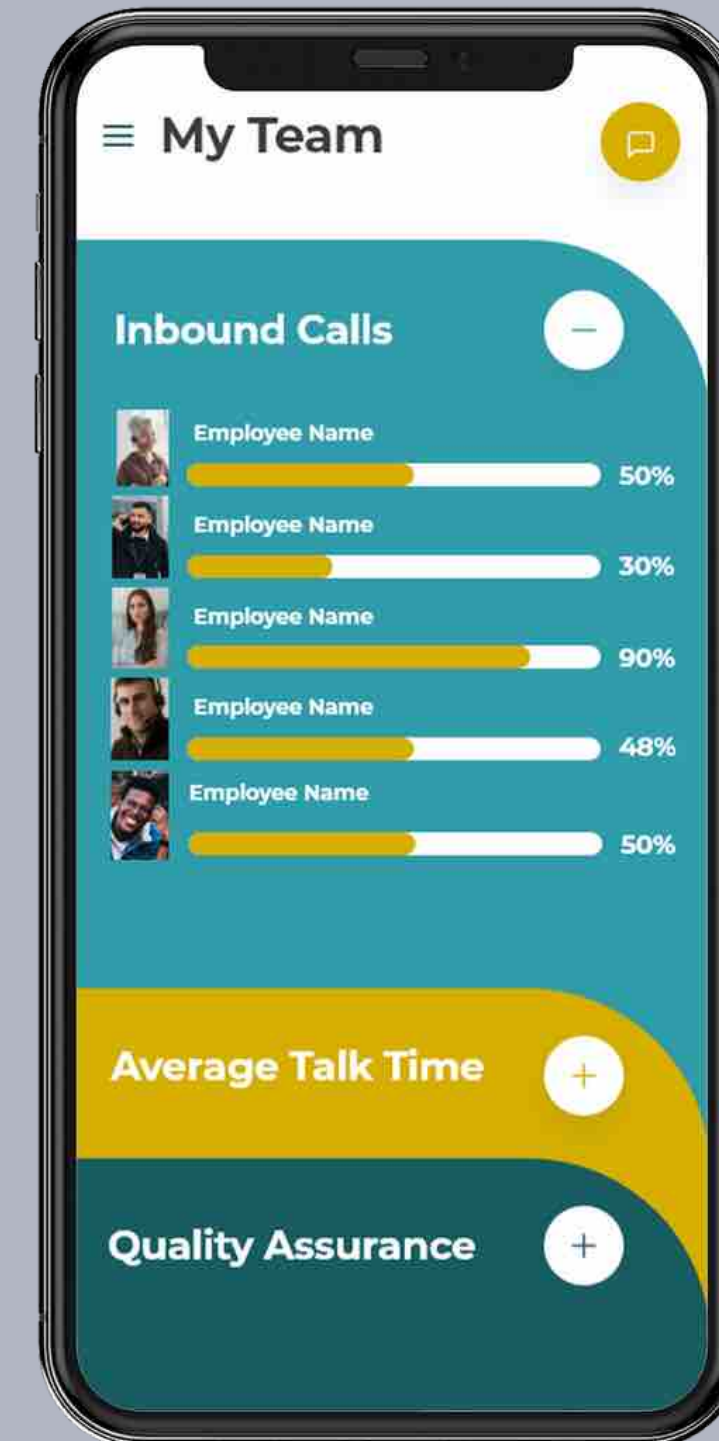
#MyTeamPerformance

The sum of ALL additional parts is what makes a team!

- As a team leader/manager, You need to **know if your team has reached their targets** before your Monday am performance meeting? Why wait for the printer..when **the numbers are in your pocket at your fingertips**.

- Simply select your campaign, select a default date range and **with a click of a button you have your stats** to present confidently.

- Not seeing a specific set of stats that you must have... simple, **use the self service mobile app functionality** to **add or remove metrics** as you need.
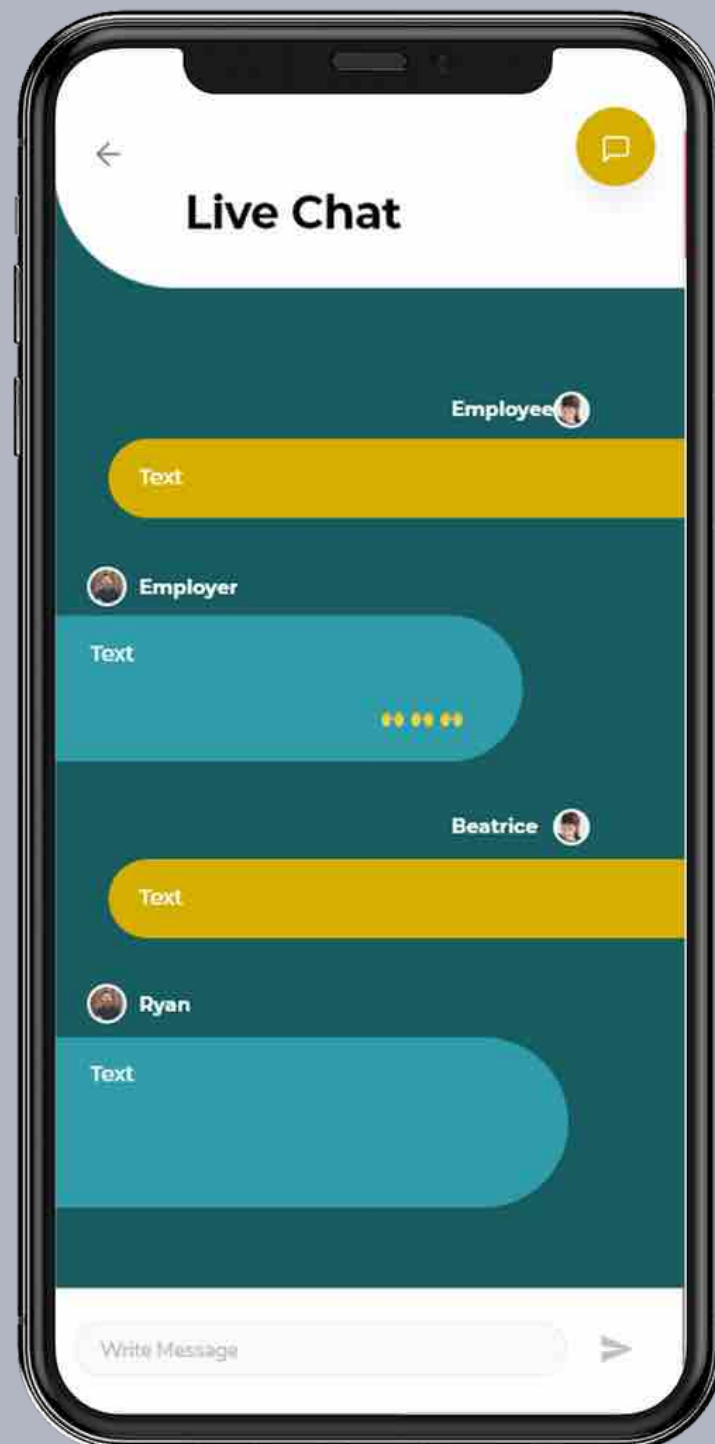
#ComparativeAnalysis

Having a Single view of how individuals in our team compare!

- Sell the praises of your **top performing agents** by using the 'view individuals' function to see which agents shot the lights out for all or some metrics.

- Have the **healthy on the job (daily) discussions** with **underperforming staff.**

- Preparing for **company performance reviews**? Use the s**tatistics in the palm of your hand** to conduct rankings **effectively & efficiently**.
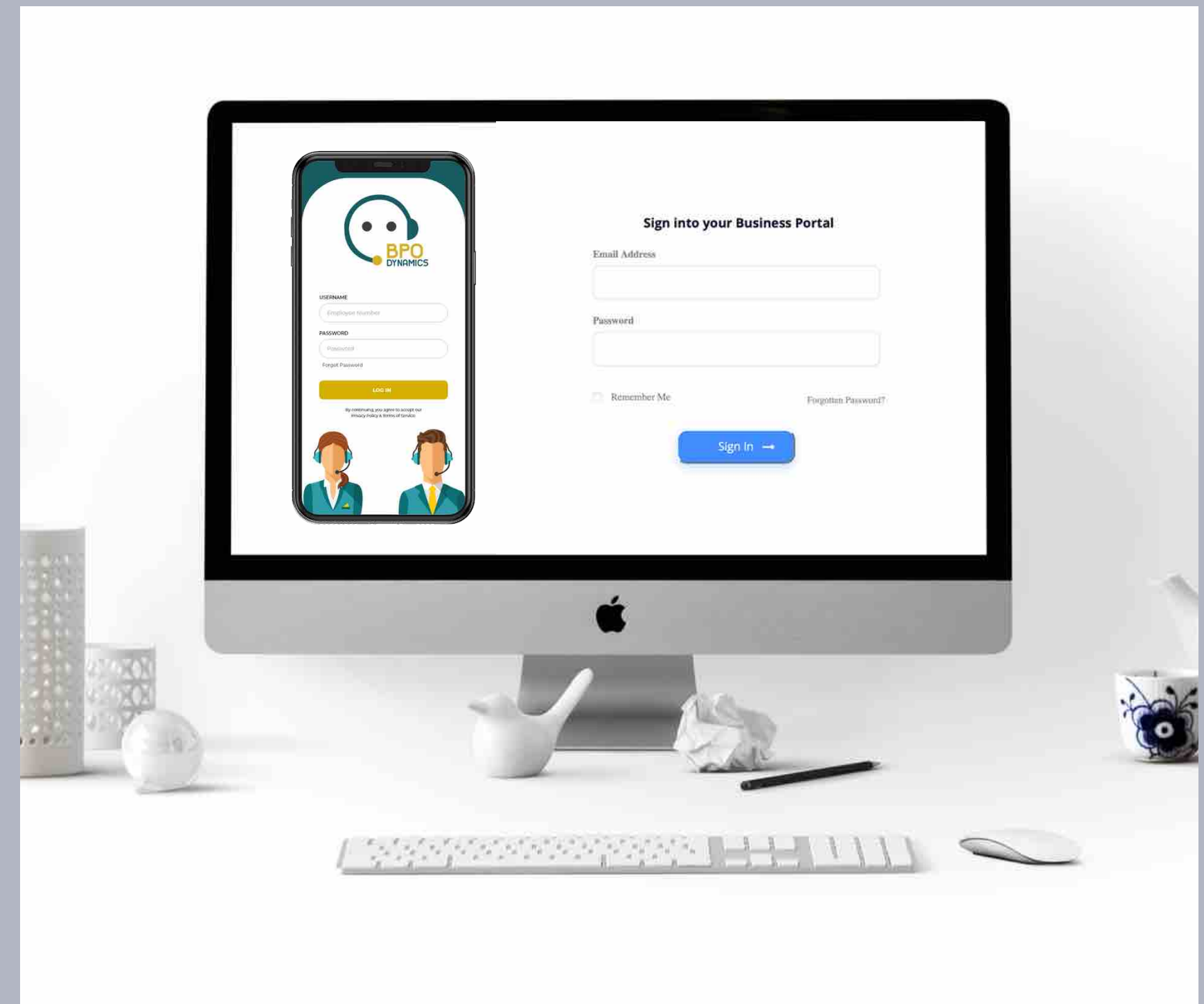
#KnowledgeSharing

An engaged employee is a Happy Employee!

- Need to spread the word about a service or product related matter so **staff are informed and aware** - This is **the most effective method** to share.

- Leverage the **benefits of Push Notification services**.

- Heard a great coaching tip over the weekend? Simply **share your coaching tips** using a document or a photo. And save it under the coaching tips menu for ease of reference for next time.

- **Looking for assistance** while on a call, **pop out a quick message** and **receive assistance** from your buddy or team leader.

#SuperUserControlPanel

Take Control and Steer or Run on Auto-Pilot Mode!

- ○ The **Super User** can be a designated person capable of administrating the solution from a **web-based control panel**.

- ○ Managing of **goals, people, campaigns** etc have never been easier!

- ○ Periodically update the system with **latest statics** by **simply uploading an excel file**.

- ○ The system can be placed in **auto-pilot mode** by means of **data mapping and API integration**.

Contact Information

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For more assets and information, **scan here**:

Our team of experts are anxiously waiting to take you on this journey! We are available to perform a FREE demo of the solution.

FOR PRICING OPTIONS: Please enquire with one of our highly skilled representatives for commercial options. It's really as easy as 1, 2, 3!