



# VFLYORIONS TECHNOLOGIES PVT LTD.

TRANING MODULE



# Agenda

- Introduction
- History
- Our Mission
- Goals and Strategy
- Culture
- Sales
- Telecalling
- Skills for Successful Telecalling
- Image to Excel Typing work
- Process to start
- Payment Process
- Contact us



# Introduction to the Company

Vflyorions Technologies Pvt Ltd. is a leading IT company. Vflyorions is serving national and international clients to meet their unique requirements from 2012. We maintain a professional approach at every step to ensure the highest quality work & desired results for our clients. In 2018, Vflyorions got registered as a Pvt.Ltd company .Then it was named as a VflyorionS Technologies Pvt Ltd . VflyOrions is expertise in providing Data processing, Data Mining, Voice process, Lead Generation, Demand Generation and Sales services to organizations performing multifaceted activities.

- Everything we recommend has direct positive impact.
- You will become an important part of our company.



# History

**2012**

Company begins its journey with a small setup of 5 seats with USA Project.

**2018**

Briefly elaborate on a milestone the company got registered as a private limited and achieved a success in this BPO industry.

**2021**

In this period we helped many people to earn in the Pandemic and started a software development work in USA Market as well as Indian Market.

**Present**

We are working in many different fields for company organization and developed our own campaign & our own in-house projects launched in USA.



# OUR MISSIONS...

In an industry where simplification of 'Data' is the key to success, we believe in being resourceful, innovative and responsive to the needs of our clients and deliver qualitative consistency in our products & services to make them cost effective, efficient and meaningful. Our mission is to get employment from India, Philipinnes, Jamaica, Sri Lanka, Madagascar, Kenya, etc..



# Goals and Strategy

To continuously engage ourselves in the process of 'processing' identify new avenues & opportunities, develop innovative products that deliver optimum customer satisfaction and to nurture talent to respond to the dynamics of changing requirements.

Our Goal is to spread our unique projects worldwide.



# Culture

“You can’t truly be successful at Vflyorions Technologies unless you are passionate about serving the nonprofit community,” says Mr. Samuel Titus, Director and Market Development at Vflyorions Technologies Pvt Ltd.



# Sales

## What is Sales

A sale determines that the seller provides the buyer with a good or service in exchange for a specific amount of money or specified assets. To complete a sale, both the buyer and the seller must agree to the specific terms of the transaction, such as the price, quantity of the good sold, and delivery the services.



# Types of Sales

- Vendor Marketing
- Telecalling
- Door to door Marketing



# Telecalling

## What is Telecalling

TeleCallers Job. As the name suggests, Tele calling is to initiate the telephonic conversation with the potential or existing clients to generate leads or sales. Thus, Telecallers are the representative of the company, who works on behalf of the third party to contribute to generating sales for the company.

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# Telecaller skills for successful telecalling

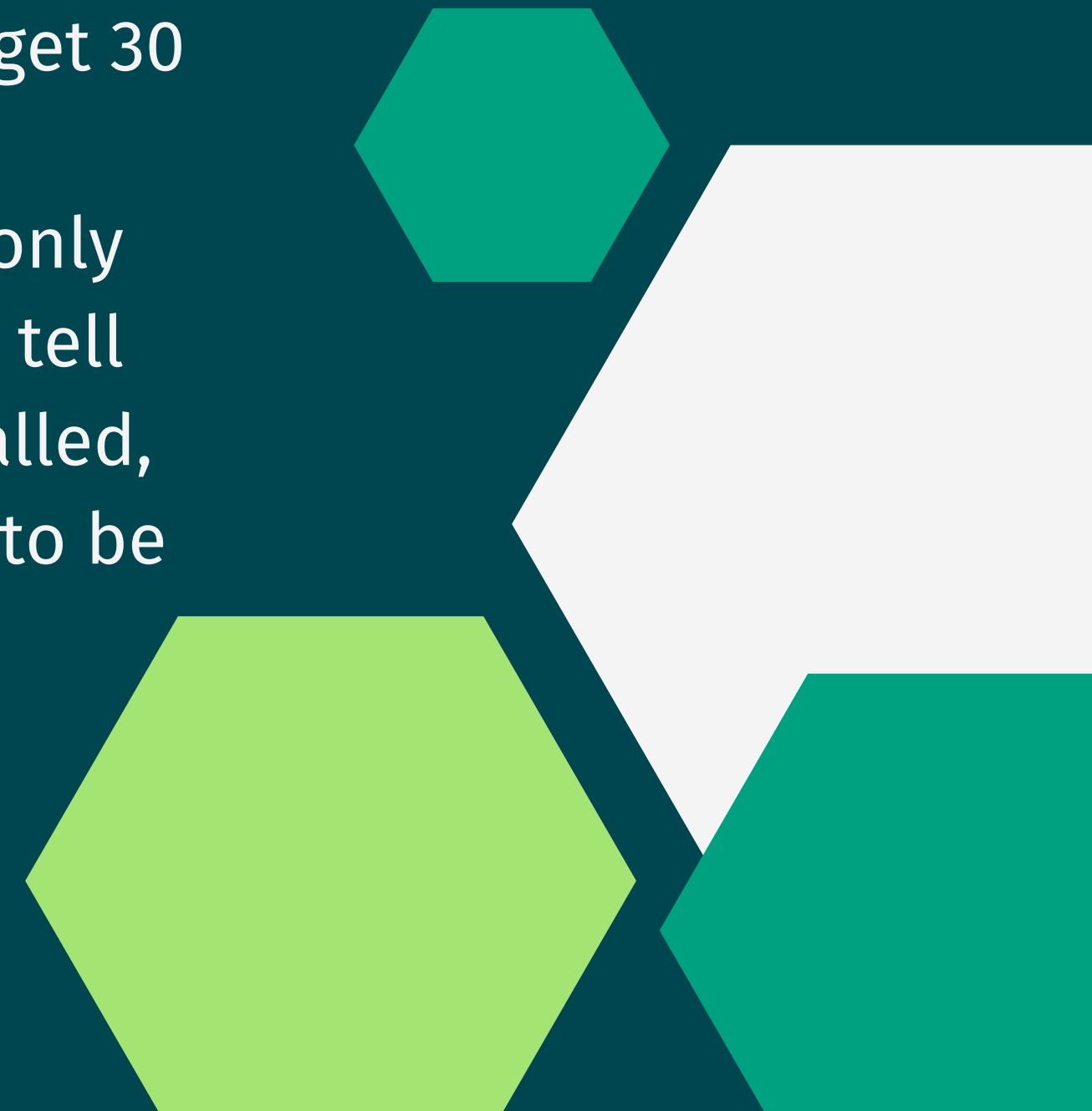
- Communicational Clarity
- Rapport Building
- Retention and Recall
- Product Knowledge
- Active Listening
- Objection Handling
- Organization
- Emotional Intelligence
- Collaboration



# 1. Communicational Clarity

You only have a minute of the listener's attention, so make each word count. The main focus of this job is one's communication skills and if you sound robotic, chances are you won't even get 30 seconds of your prospect's time.

It is also crucial for you to understand that you are not the only one calling your prospect on a given day. There is no way to tell how many calls the person may have received before you called, what mood they may be in or anything else. What you need to be sure of is what you need to convey and how concisely.



## 2. Rapport Building

Calls are not merely about transactions. It's important to make the other person feel that you care and are here to solve their problems and not just sell a product or answer a query and be done with it.

Building rapport is an essential skill that needs to be cultivated by telecallers to build stronger and healthier relationships with customers and establish firm foundations of trust and affinity.



# 3. Retention and Recall

A telemarketing rep must have amazing information retention skills because if they forget what a prospect or customer has told them previously, or if they forget about certain aspects of their business, it will reflect badly on them.

Fortunately, there are platforms today that make this process and many others easier by providing you with important information right at your fingertips. One doesn't have to keep notes in a diary (only to forget) or go back to Excel sheets to see what the current status of a particular lead or customer is.



## 4. Product Knowledge

When you call a lead or a customer or receive a call from them, you are representing your company. At that moment, you are the face of your company, and not knowing or having just half knowledge about your product or service, industry trends, or other facts will reflect badly not just on you but your entire company as well.

Make sure you know everything there is to know about what you are selling or solving because without it neither will you be able to get on a call confidently nor will you be able to convert deals effectively.

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# 5. Active Listening

You need active listening skills to be a good and admired conversationalist. A successful telemarketer will not interrupt the person at the other end when they are talking and will listen intently to everything that they say.

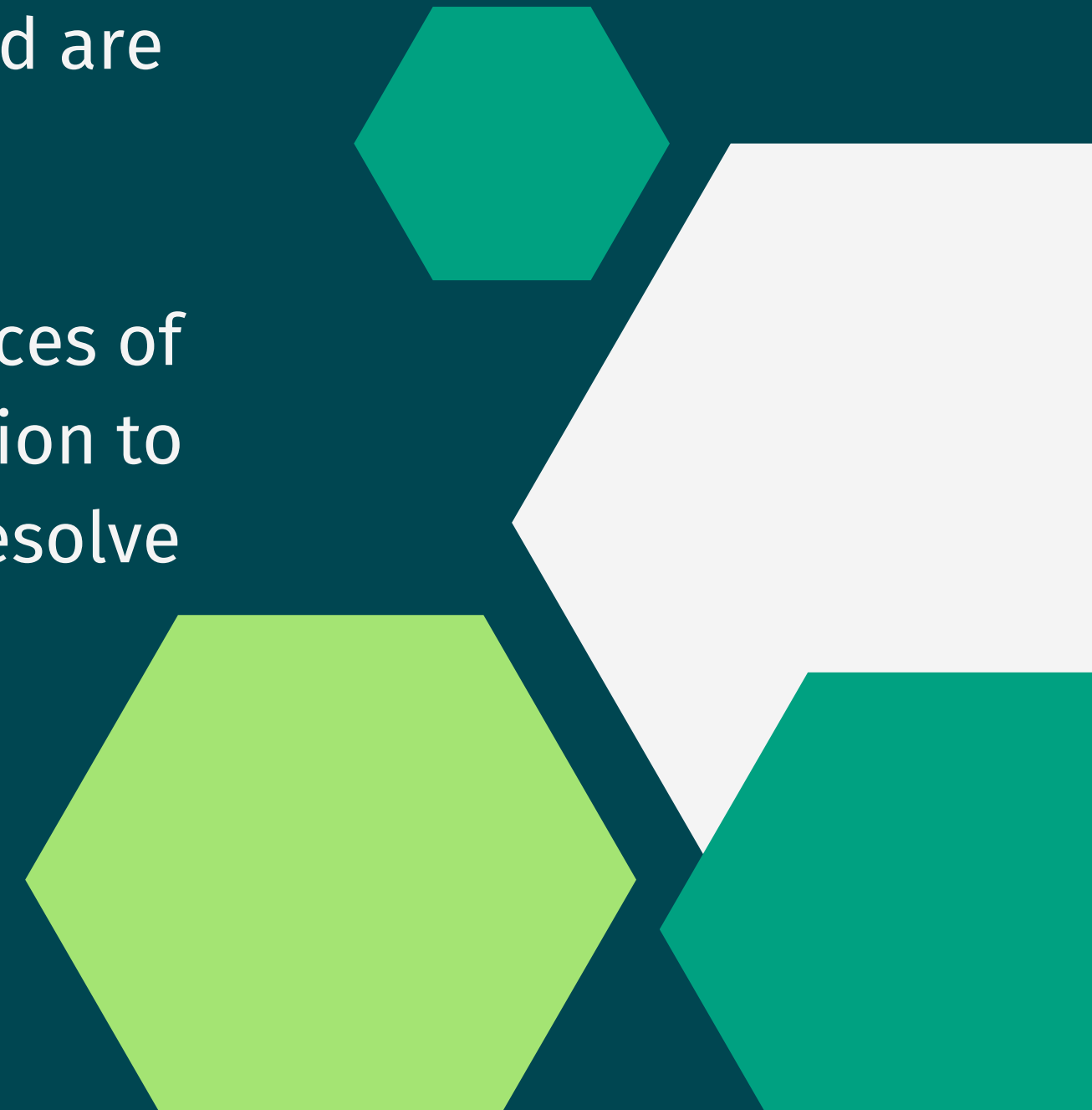
Active listening skills are important because solutions are found in what prospects and customers say. Rather than blindly pitching to them, if you listen to them carefully, you'll know exactly what their problems are and be relevant to them.



# 6. Objection Handling

Rather than seeing objections as obstacles, we should see them as opportunities. The fact that your prospect or customer has raised an objection shows that they have listened to you and are keen to know more about your solution.

When you deal with objections effectively, not only do you demonstrate your expertise, but you also increase the chances of closing a sale. As you address objections, pay careful attention to what the other person is asking or implying and promptly resolve their concerns.



# 7. Organization

An organized approach is the key to completing tasks efficiently and meeting customer needs effectively. An overcrowded mental and physical environment will not lead to great results.

To stay organized, prioritize tasks, make a schedule, fix times for certain activities, and follow them strictly but flexibly. Here you can implement the right CRM tools to streamline your workflow and obtain the results that you desire.



## 8. Emotional Intelligence

There are definitely going to be some angry calls among the many calls you make or receive per day. The telecaller must be mindful of their temper in situations like these and not react the same way.

Moreover, you must also keep your emotions in check. On a daily basis, we are affected by a variety of things. If you find a situation too overwhelming, talk it over with your friends or colleagues. Make sure, however, that when you get on a phone call you don't let your emotional state affect your call.



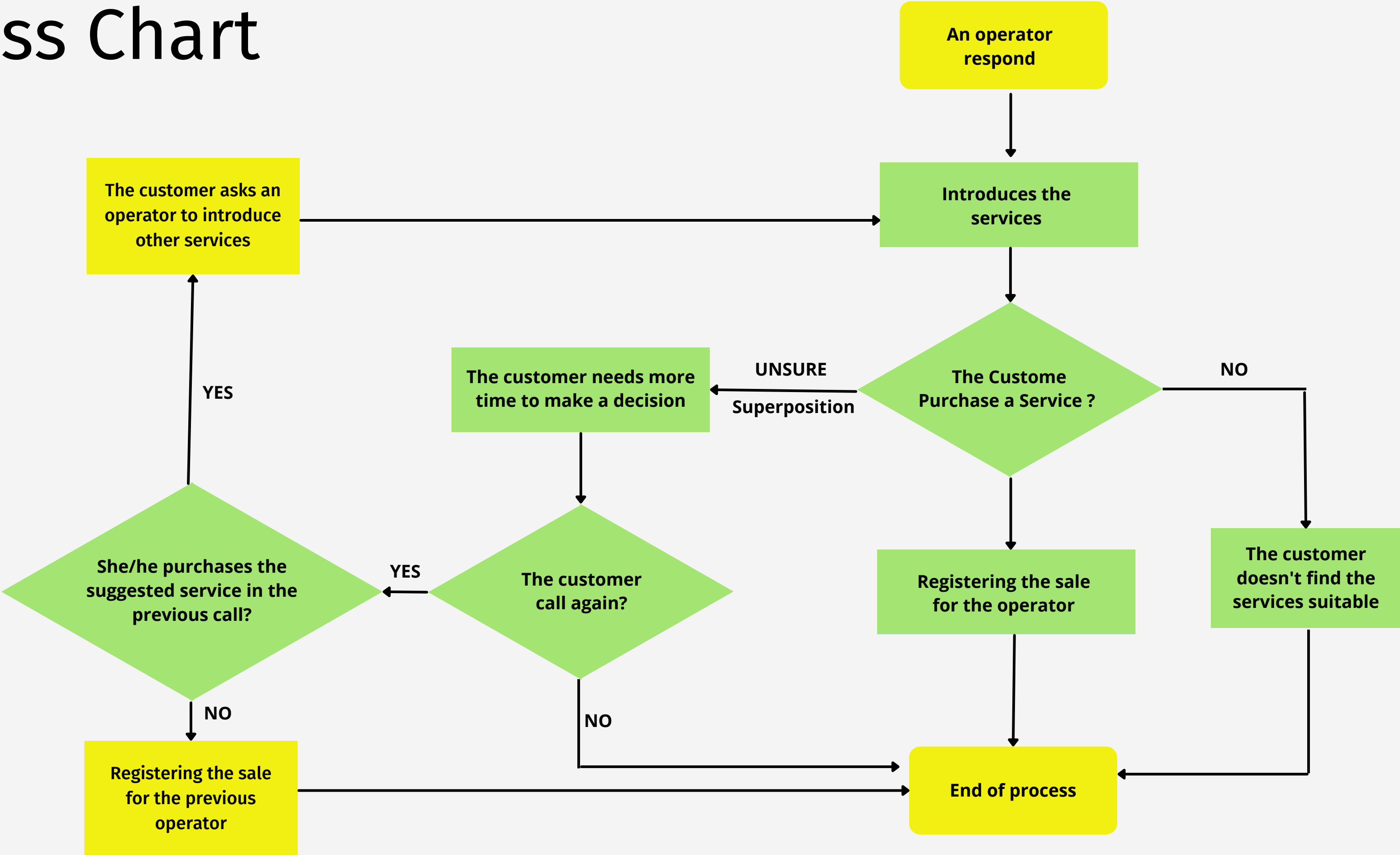
# 9. Collaboration

From establishing a positive work environment to meeting deadlines together, collaboration is essential to success. The benefits of working collaboratively instead of individually include improved productivity as well as employee motivation.

While telecalling is primarily an individual effort, in a broader sense, teamwork is imperative to its success. There's a lot that can be learned simply by observing, and teams can learn together by giving each other feedback and recognizing meritorious work.



# Process Chart





# Image to Excel Typing Work

We are providing an opportunity to earn weekly by just doing work simply by your suitable environment and time. This is an Image to excel typing work in which we will be providing you an image which you have to type it in excel.

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# Image to Excel Typing Process

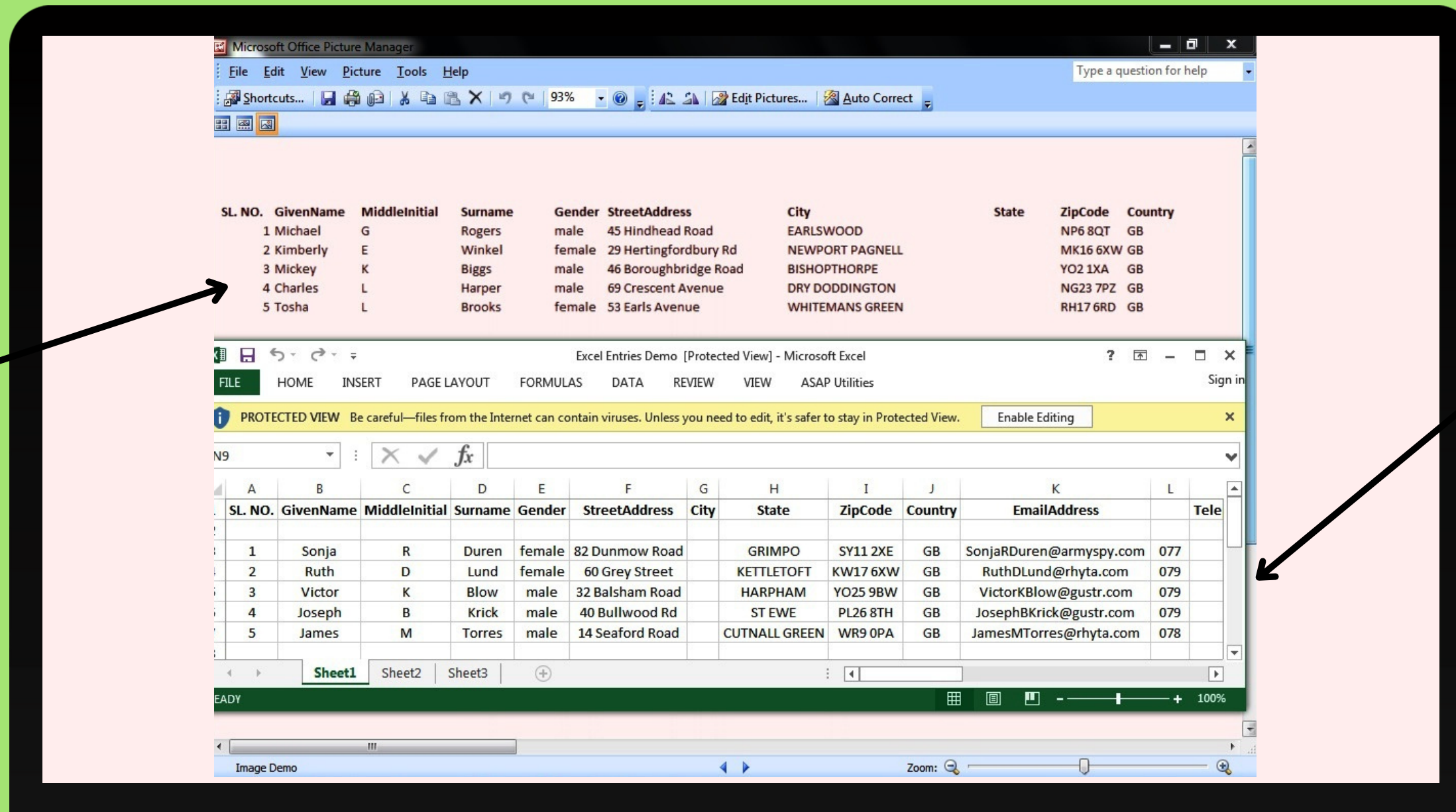
This is the sample image we have provided

SLNO	PA First Name	PA Last Name	PA Address	PA Email ID	PA Phone	PA DOB	PA CITY	PA State	PA ZipCode	PA Medicare Claim Number	DR NAME	DR LAST NAME	DR Physical Address
41501	Charles	Sonia	1600 NE 65th St	booger1969@gmail.com	3154586382	22-08-1948	Rehoboth	CA	32567	92024992A	MCCULLOCH	Smith	2163 Meadow
41502	Melissa	Susan	450 Penny Creek Rd	bingam412@yahoo.com	7134293548	02-01-1989	Los Angeles	WI	75672	185276234A	MCCUNTICK	Elton	1630 Bluebell
41503	Shawn	Riley	4128 Friday Bay Ln	jmatthews@gmail.com	8045031250	01-01-1955	Mesquite	NC	35022	175257844A	HALL	Newcomb	3251 11th S
41504	Heidi	John	7085 Fiske Rd	connellyether887@yahoo.com	4847066065	24-11-1980	Albuquerque	MI	73034	783689640A	BOYES	Ellis	513 Pleasant
41505	Michael	Katie	10705 Rhody Dr	gtridle@yahoo.com	9736186542	01-01-1956	Cumberland	MI	77082	189544567A	WALLER	Heinbuch	3783 Wonderland
41506	Mildred	Lewis	14607 NE 5th Ave	shaney@gmail.cmm	6162648017	15-11-1960	Jacksonville	FL	80128	609630280A	HESS	Deboy	1001 Mapleton
41507	David	Elizabeth	70 G St	sdhestynis@gmail.com	5187701311	02-03-1987	Jacksonville	NM	78216	416082966A	NELSON	Newton	3785 Orangi
41508	Alicia	Charles	2812 NW 69th St	ginger.lasater@yahoo.com	8327249606	18-11-1984	Knoxville	IL	28791	232806070A	GETCHEL	Larsen	2959 5th S
41509	Dallas	Rosemary	14864 Sivertson Rd NE	crystalabbiehl496@hotmail.com	9372698212	19-11-1985	Monticello	MO	45247	184022026A	CAMPAGNANO	Hofman	1226 Pintail
41510	Rhonda	Ward	10218 30th Ave SW	mikemalitano@gmail.com	9185751620	24-01-1944	Liverpool	AL	21234	486732687A	GRANT	Clampitt	3914 Orchar
41511	Ralph	Carol	438 Hawthorne Ave S	antonetatarsha597@yahoo.com	9373963501	18-11-1984	ALAMOGORDO	N/A	8917	179106727A	DEMPSEY	Nagel	4000 Savann
41512	Gilbert	Peter	9548 S 213th St	lba4993@email.pro	5166231086	23-02-1943	West Palm Beach	NY	74012	47269300A	JOHNSON	Young	1450 Redwood
41513	Leanne	Robert	9237 Autumn Line Loop SE	mcgeesamella@yahoo.com	8134640404	22-09-1994	Albuquerque	MI	76006	306511462A	MOORE	Taylor	4701 Harrison
41514	Charles	Beatrice	584 Nevil Rd	j.sanders_j@yahoo.com	8457016035	01-01-1956	Blue Island	TX	71107	177552787A	FORBES	Bird	1440 Elder /
41515	Patricia	Thomas	19902 209th Ave SE	nitro2012nitro2012@gmail.com	5407460135	09-06-1956	STERLING HEIGHTS	NY	15003	465423338A	TRIBBLE	Simmonds	3145 4th S
41516	Calvert	Donald	Po Box 1285	joanelowe@aol.com	7132329163	13-08-1987	Reno	NY	64865	373152416A	CARR	Line	960 7th S
41517	Jessica	Berard	205 Newport Way NW #APT J2	graniteace@yahoo.com	8144627670	02-01-1978	Bath	SC	94610	192322849A	DOYLE	Schulz	1010 Grant
41518	Jennifer	Richard	14319 55th Ave W	bettyboop632@verizon.net	2698784532	26-07-1956	Pomona	N/A	46901	862462561A	JOHNSON	Hopf	2327 21st :
41519	Ernest	John	5232 170th Pl SW	alexpye99@icloud.com	8326422851	16-02-1978	Dayton	MN	48848	603048263A	LEDET	Bageant	2044 Bluff
41520	Tim	Steven	10934 80th Pl NE	emkretsch@gmail.com	6143483748	28-02-1977	Lynnwood	PA	31008	316076389A	WALL	Bageant	1251 Pintail I
41521	Bradley	Laurie	8820 Braeburn Loop	itswuteva81@gmail.com	2318731238	11-09-1987	Hillsboro	NY	36049	866156450A	LOVETT	Castro	3765 Martiniqu
41522	Mary	Judith	3939 Bennett Dr	jonathanpoller@yahoo.com	3864410717	28-03-1981	Ashtabula	TN	90275	34055638A	WEISS	Thompson	1218 Pintail I
41523	Angela	Lisa	14702 84th Ave NE	mkycollins@aol.com	5165460372	05-09-1952	Bridge City	NY	17109	82329392A	TIMSON	Catterton	373 Seven Hill
41524	Connie	Diane	35811 N Findley Rd	jakesinner19@gmail.com	5163337881	07-02-1964	Ft Worth	N/A	38344	703103032A	SHOCKEY	Howell	1895 Alpine Ave
41525	Michael	Alan	2317 Plum St	charlescaby@yahoo.com	9722131452	21-07-1970	Mckinney	FL	63084	168710673A	HELESON	Edwards	1041 Pine S

Which you have to type in Excel sheet

# Image to Excel Typing Process

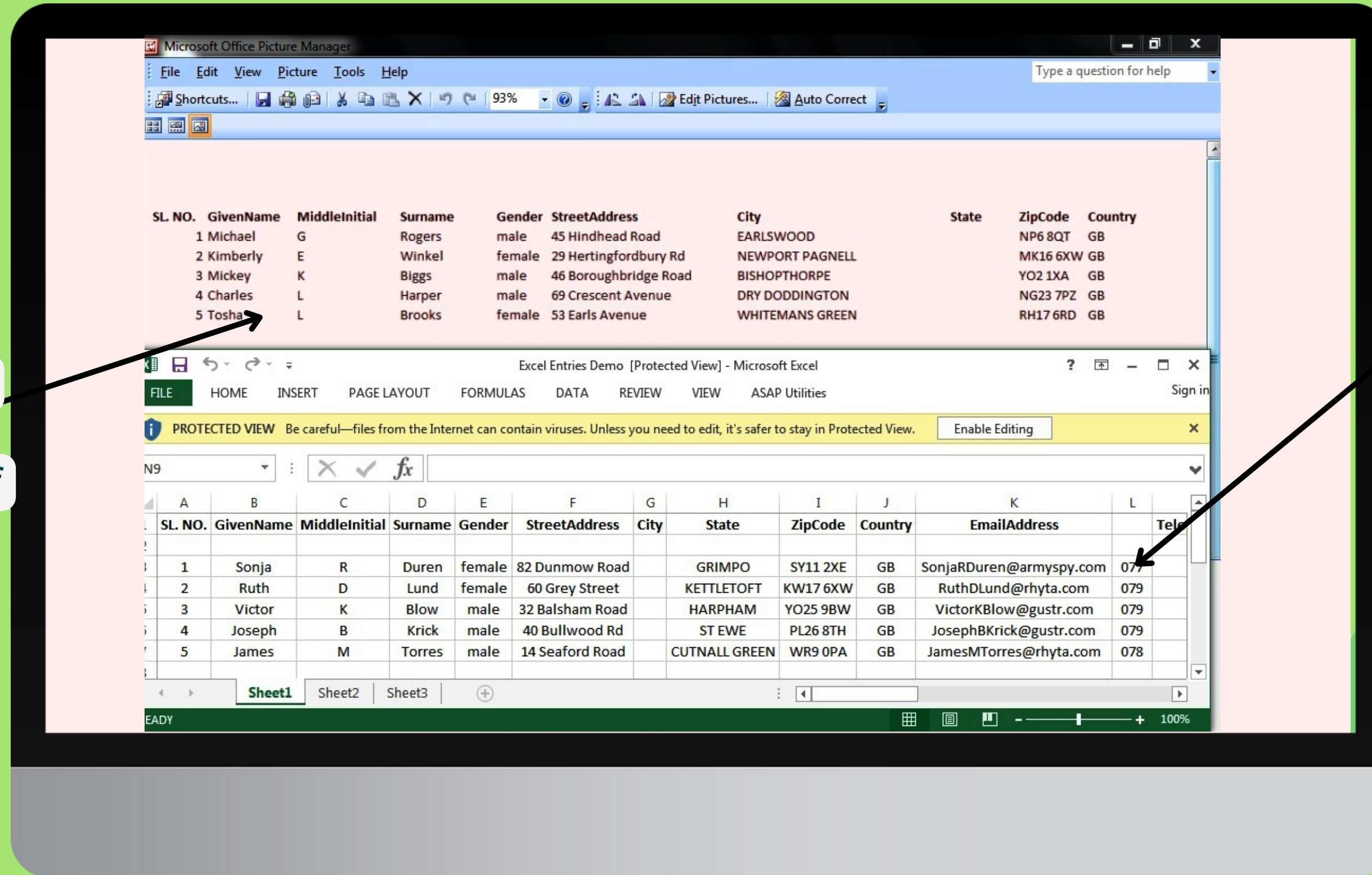
Open the image file in 'Paint' in half window of your screen



Here is your Excel sheet in other half window where you have to type the data

# Image to Excel Typing Process

Open the image file in 'Paint' in half window of your screen



Here is your Excel sheet in other half window where you have to type the data

# Points to remember !

- Alignment should be in the right side only.
- Font size 14, Times new roman, bold only for headers.
- Font size 12, times new roman for customer data.
- Remove hyperlinks from email I'd.
- Date of birth need to type on text format.
- Upper case or lower case (caps or small letter) should be typed respectively or else it will be considered under spelling mistakes.



# Points to remember !

- All files should be saved separately as same as image file. All the completed work should be sent to Quality@vflyorions.com before given time.
  - Copy pate is not allowed so do not make any copy paste on excel file, it will get rejected due to copywright and conversion and no report will be given.
  - if you fail to submit the project on time and in given mail id so you will not get any report and project will get terminated
- 



# What is Meant by Record

Single User Basic Plan



Registration Amount 3540/-



2500 Records



1 Row = 1 Person Biodata = 1 Record



Name	Address	Email Id	Phone Number	Country Code
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# Our Image to Excel Typing Plans

- SINGLE USER PLAN
- TWO USER PLAN
- BUSINESS PLAN



# SINGLE USER PLAN

<b>Registration Fee</b>	<b>RS.3,540/- Including GST</b>	<b>RS.5,900/- Including GST</b>
<b>Work Record</b>	<b>2500 Record</b>	<b>3500 Record</b>
<b>Duration</b>	<b>7 Days</b>	<b>7 Days</b>
<b>Mistakes Allow</b>	<b>200</b>	<b>200</b>
<b>Total Pay</b>	<b>17,700/- Including GST</b>	<b>28,320/- Including GST</b>



# TWO USER PLAN

<b>Registration Fee</b>	<b>RS.11,800/- Including GST</b>	<b>RS.17,700/- Including GST</b>
<b>Work Record</b>	<b>5000 Record</b>	<b>7000 Record</b>
<b>Duration</b>	<b>10 Days</b>	<b>10 Days</b>
<b>Mistakes Allow</b>	<b>250</b>	<b>250</b>
<b>Total Pay</b>	<b>47,200/- Including GST</b>	<b>74,340/- Including GST</b>



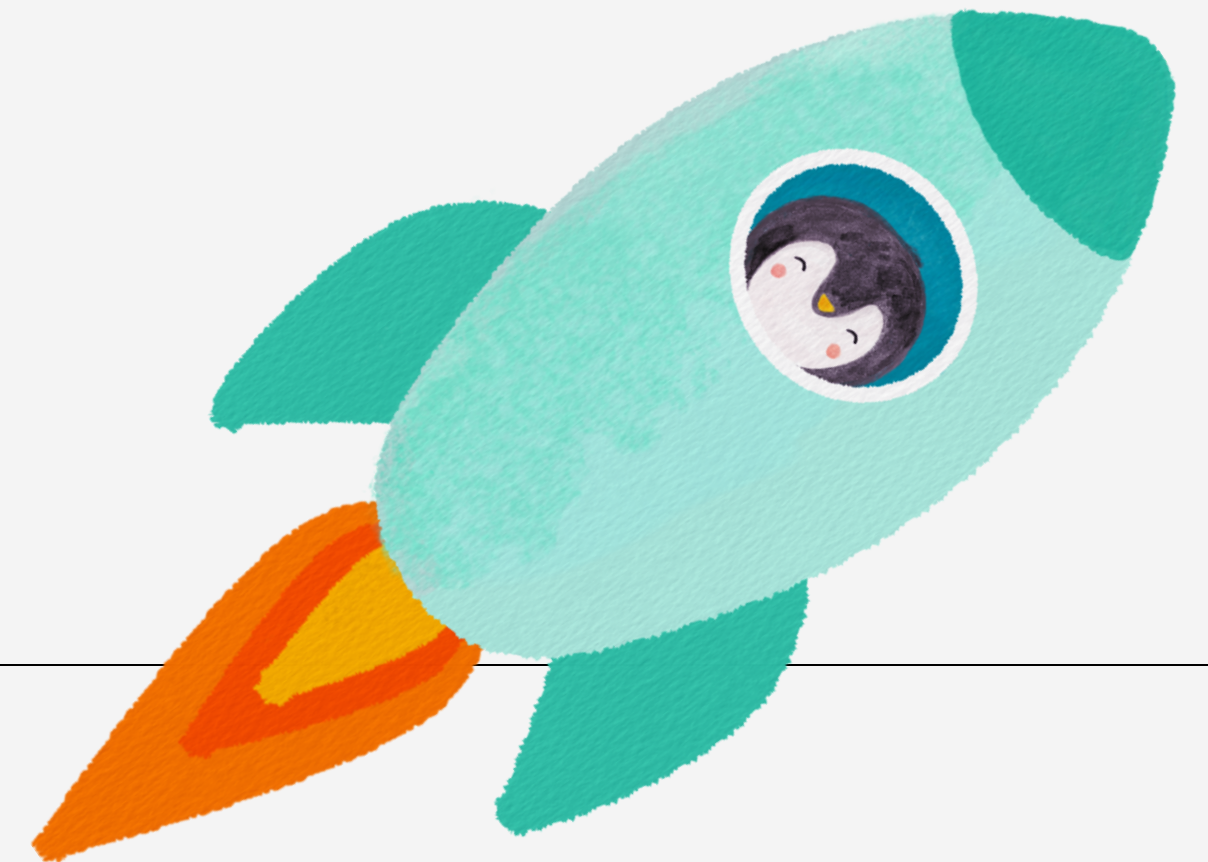
# BUSINESS USER PLAN

<b>Registration Fee</b>	<b>RS.23,600/- Including GST</b>	<b>RS.41,300/- Including GST</b>
<b>Work Record</b>	<b>15000 Record</b>	<b>30000 Record</b>
<b>Duration</b>	<b>20 Days</b>	<b>20 Days</b>
<b>Mistakes Allow</b>	<b>700</b>	<b>700</b>
<b>Total Pay</b>	<b>1,41,000/- Including GST</b>	<b>3,54,000/- Including GST</b>



# Process to Start

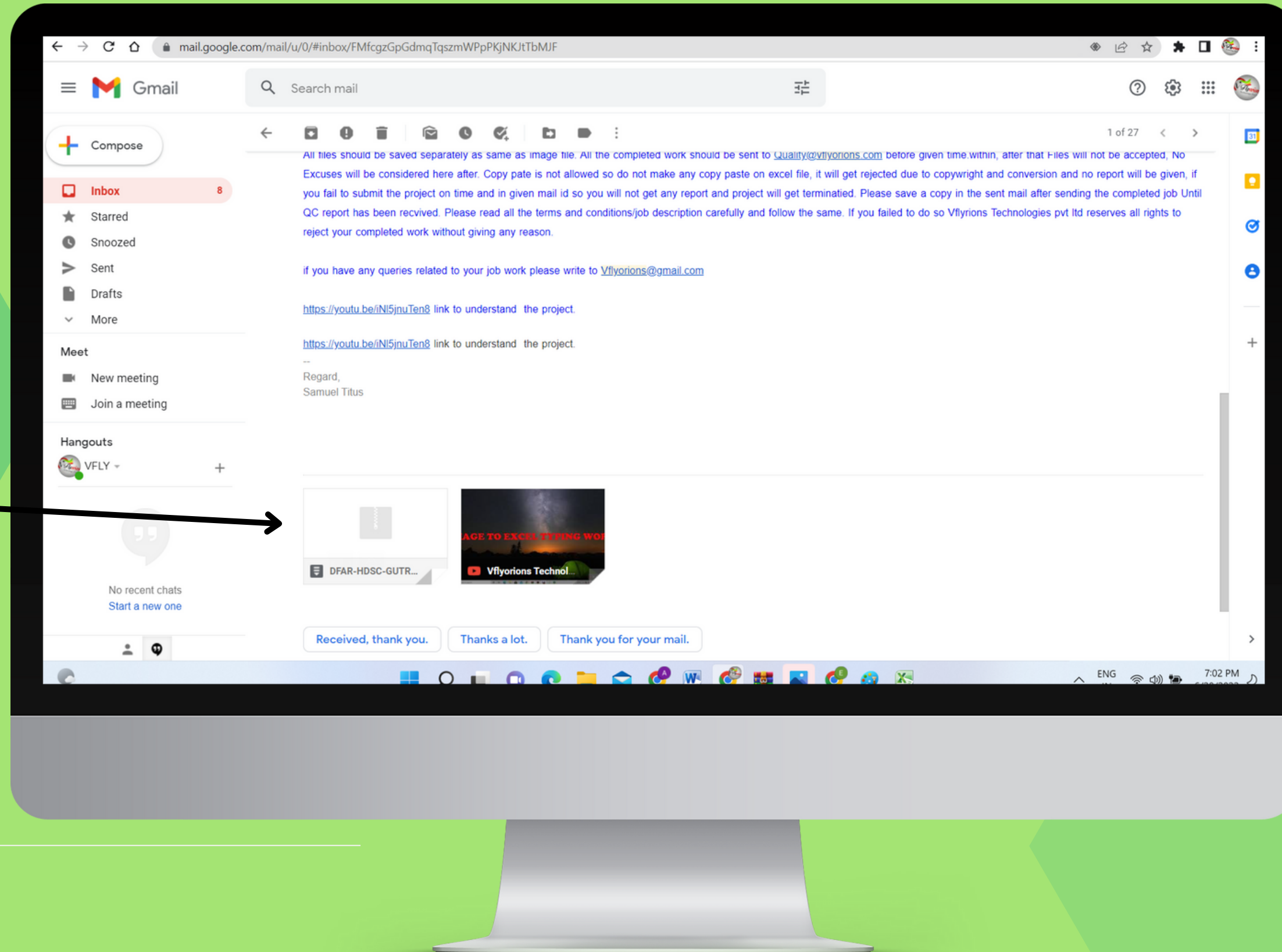
- ✓ Get Registered with suitable plans.
- ✓ Get MOU signed (Agreement between you and us.)
- ✓ Get Work (Image data will assigned you.)
- ✓ Get Complete (Data should be done in excel file, before date and time)



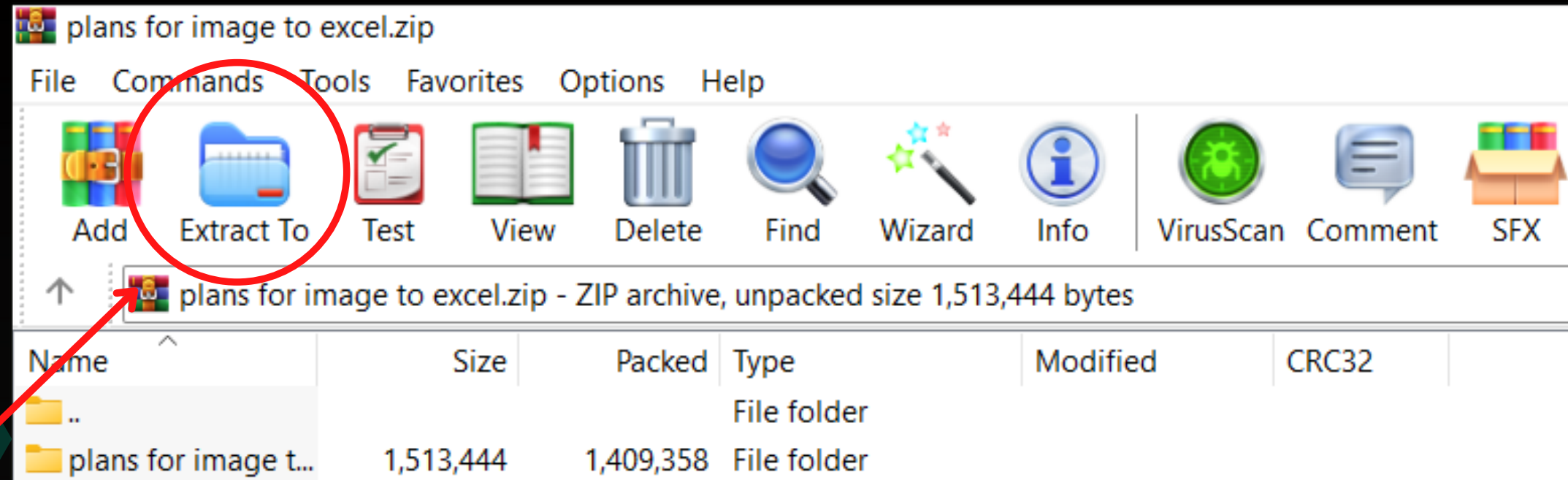
# How to start work Step 1

This is the work we have send you on your Email ID

You have to Download it



# How to start work Step 2

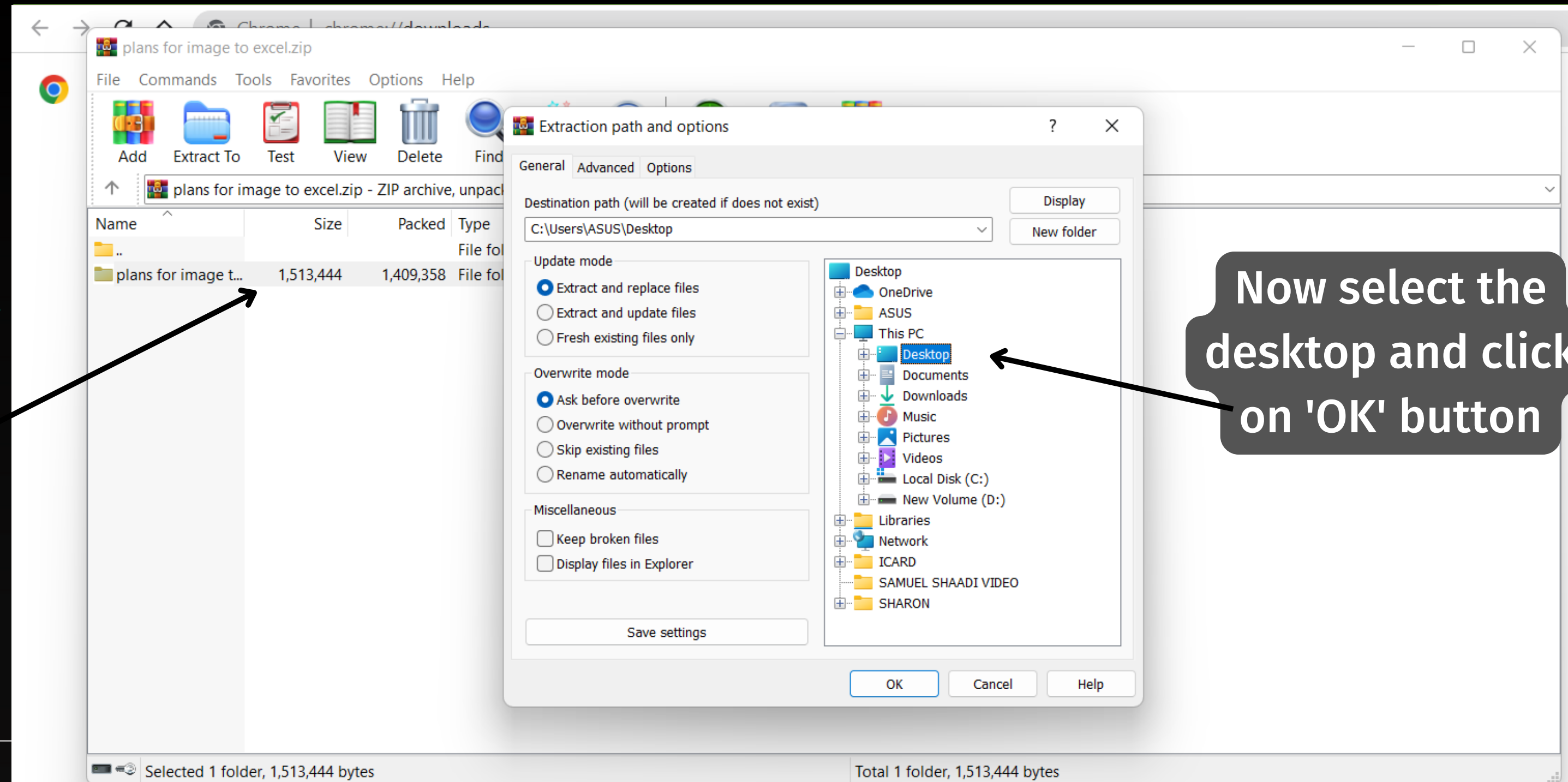


You have to click  
'Extract to'

You have to  
Download it

# How to start work Step 3

after you  
Extract the file  
this window  
will open



Now select the  
desktop and click  
on 'OK' button

# How to start work Step 1



This are the  
Extracted Images

# How to start work Step 1



This are the Project Files we have completed

# Payment Methods

*For India Clients* - Bank Transfer

Phonepay

Gpay

Paytm

Website

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*For International Clients* - Website(RazerPay, Stripe)

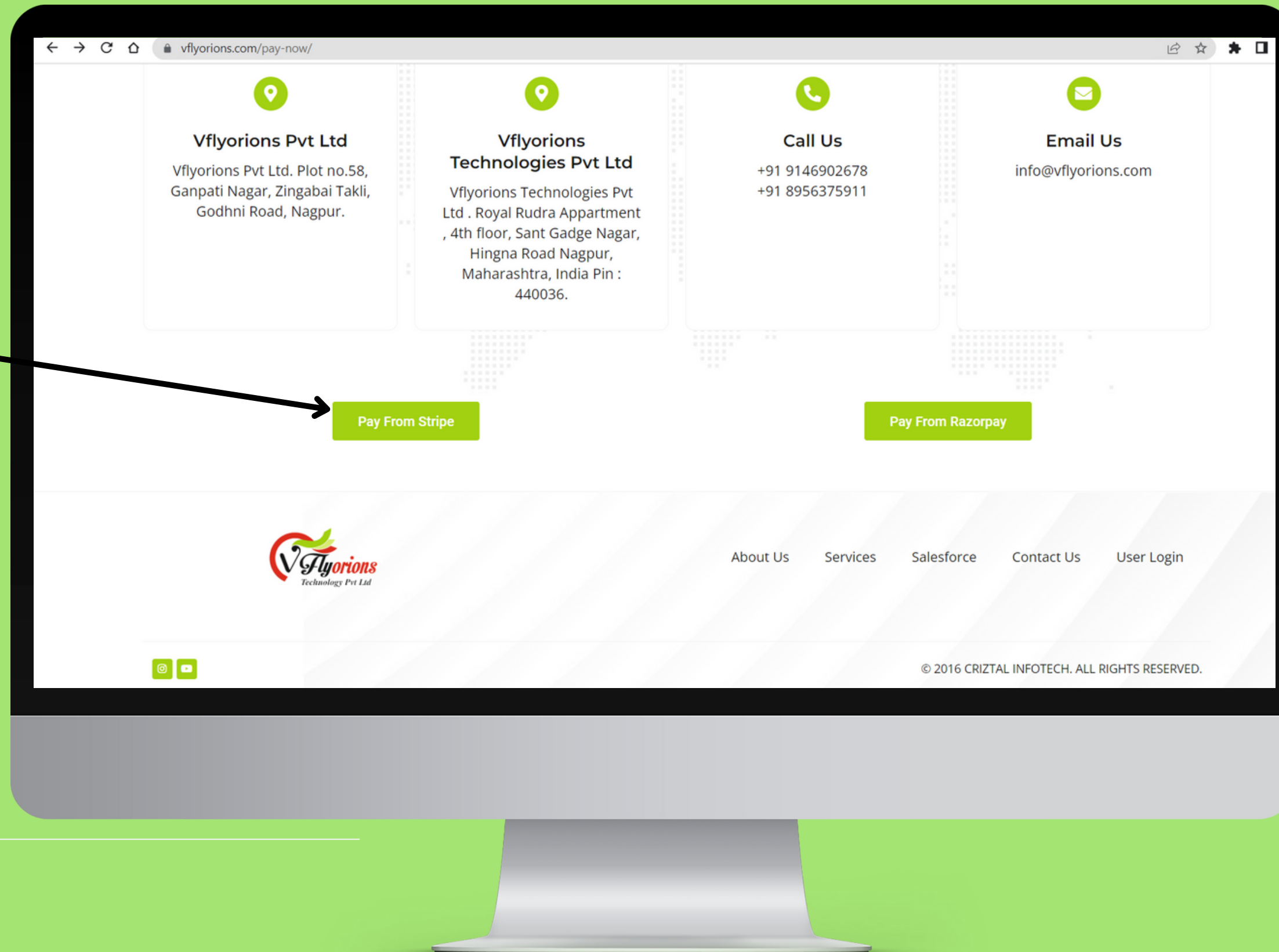
PayPal

Western Union

RiaMoney

MoneyExchange

# Payment process



Click here to pay

# Image to Excel Typing work process

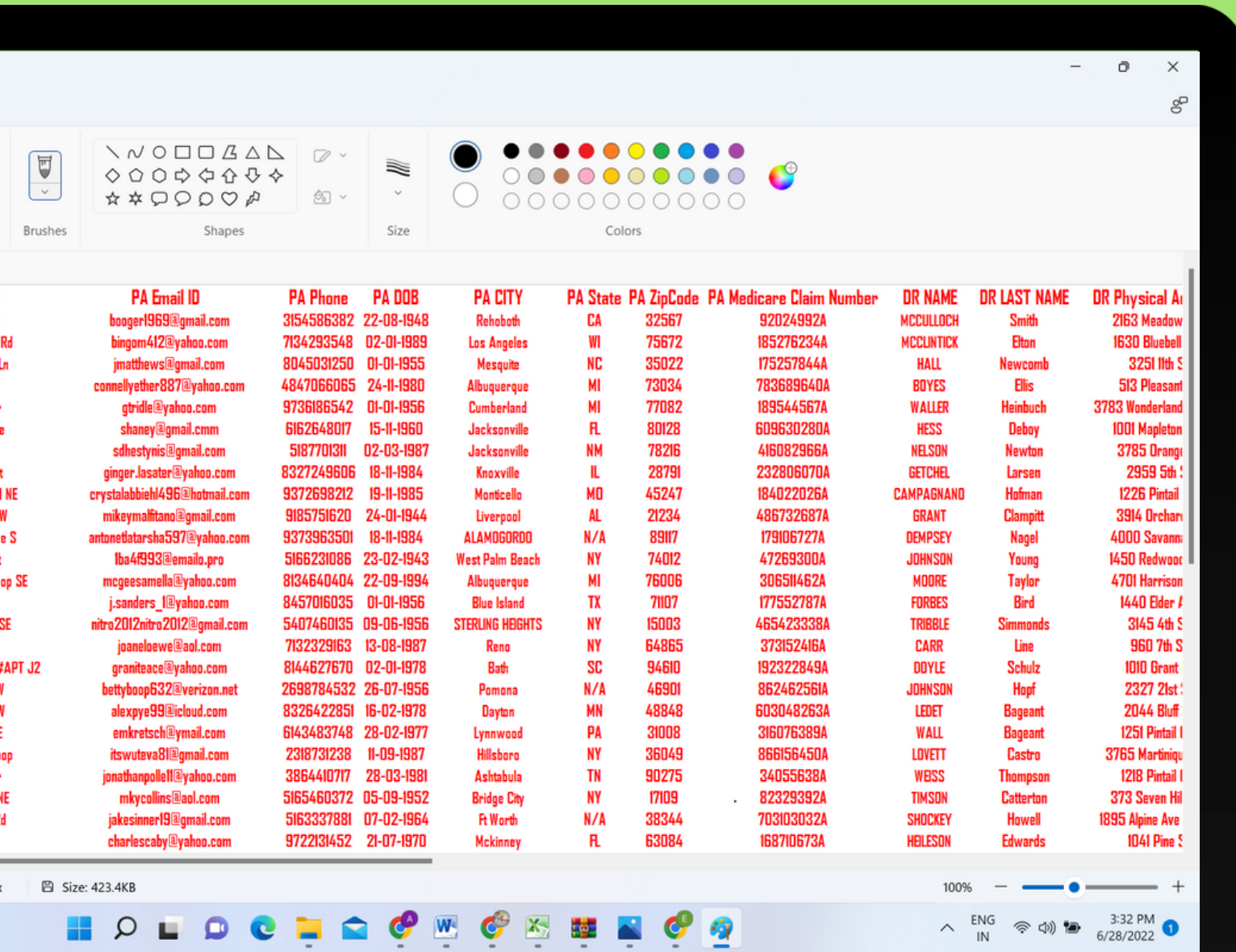
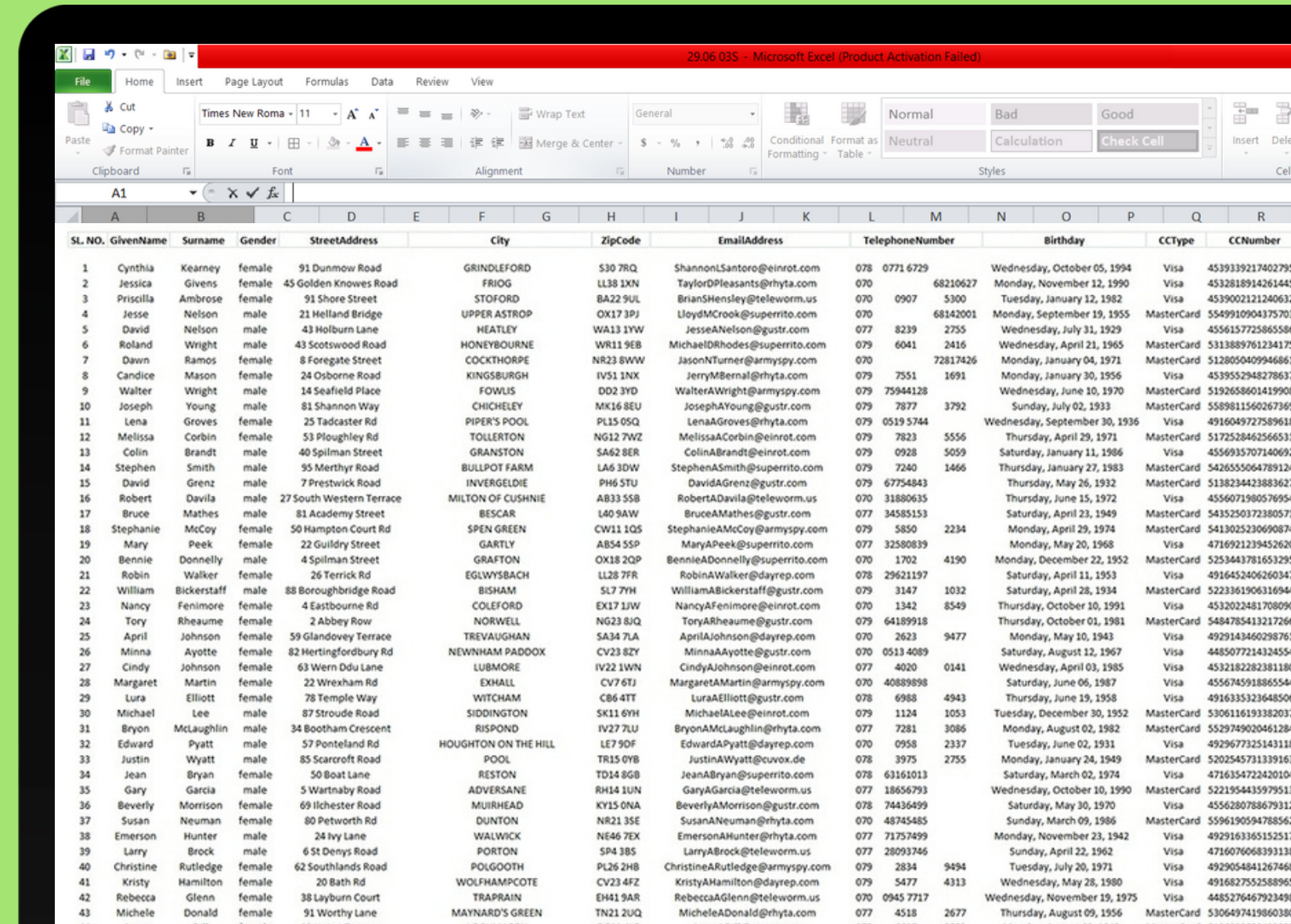


Image file

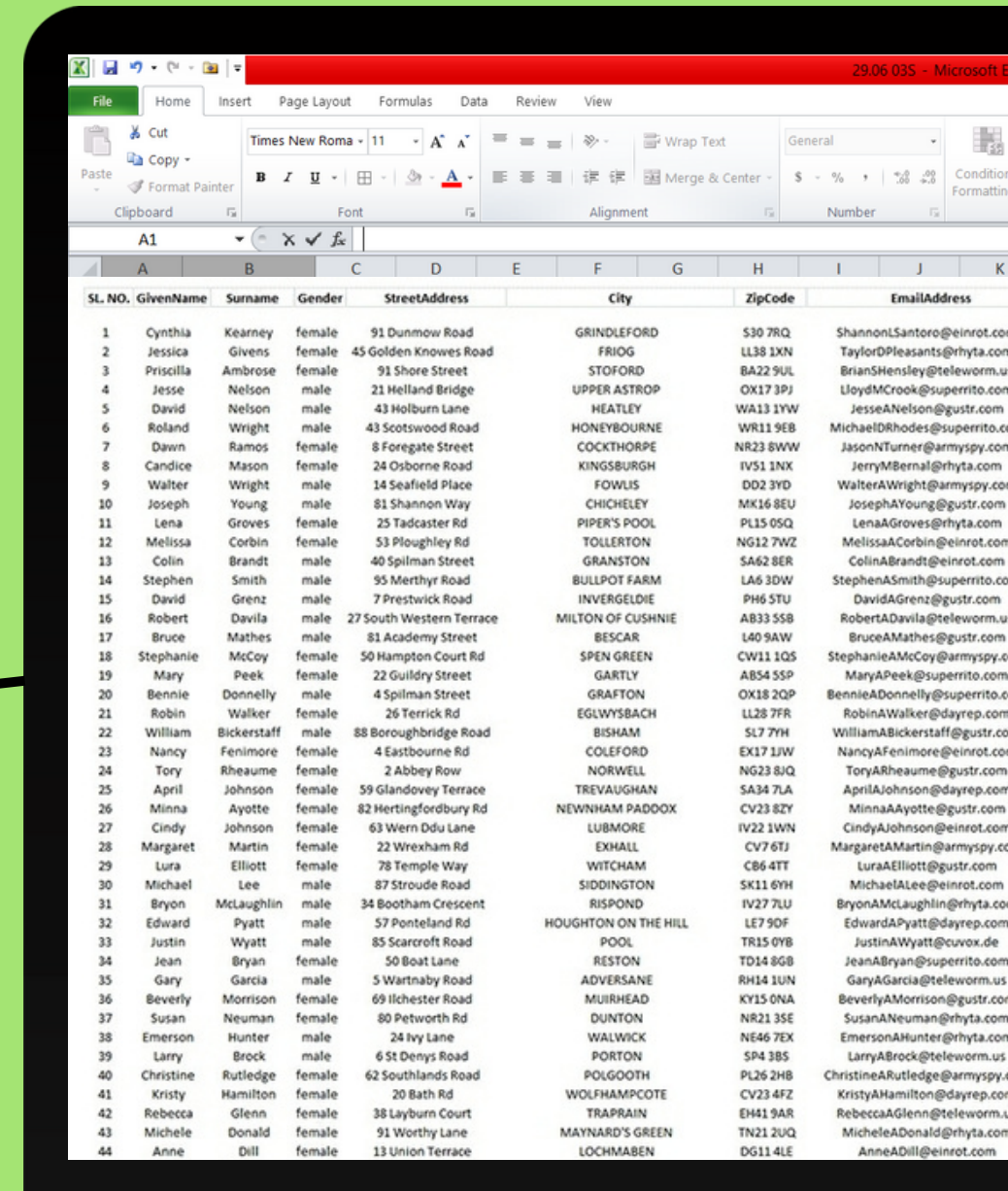


Excel Sheet

# Image to Excel Typing work process

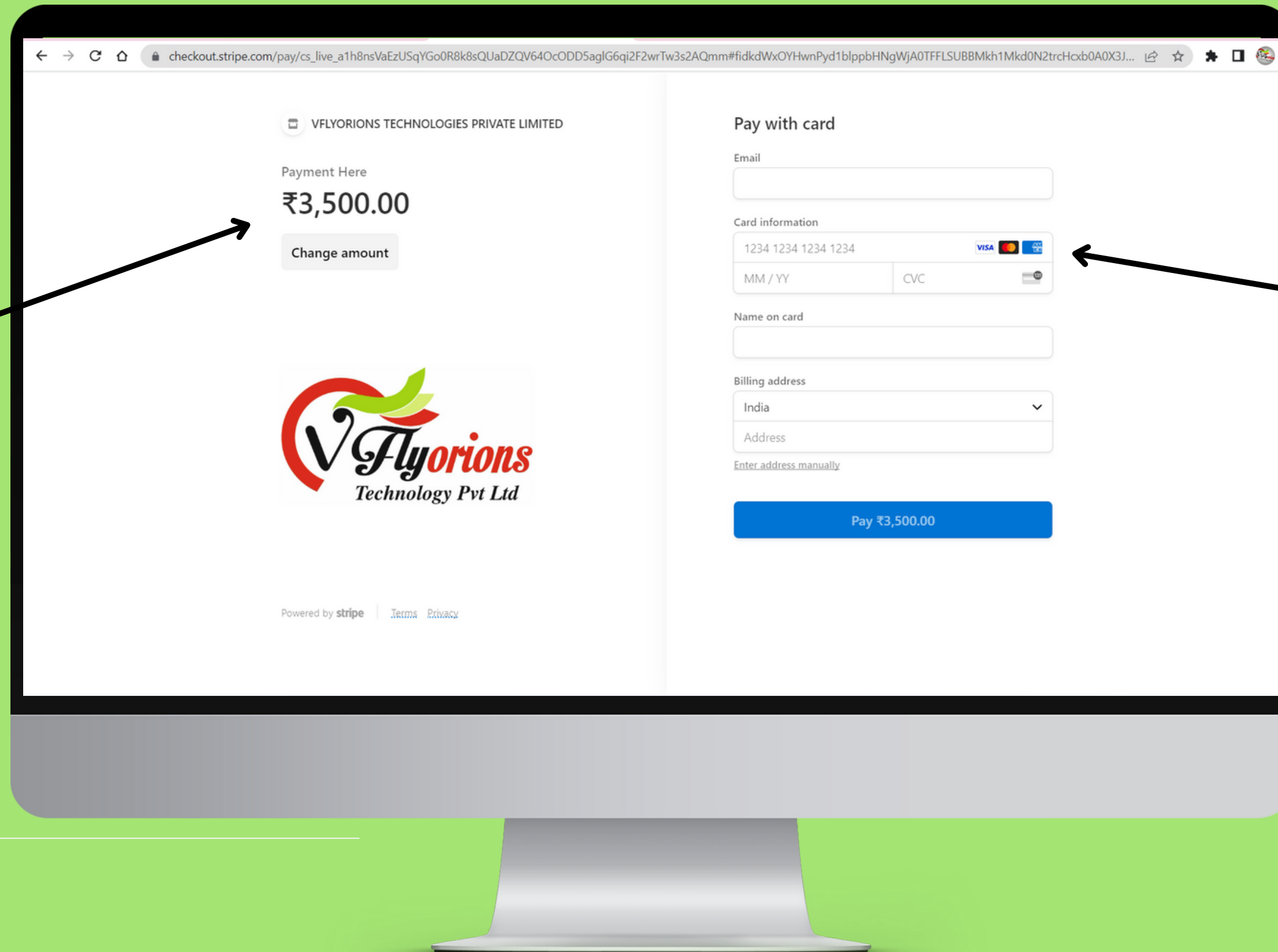


APPLE	apple	✗
Apple	apple	✗
aple	apple	✗
Apple	Apple	✓
apple	apple	✓
APPLE	APPLE	✓



Click here to pay

# Payment process



Here are the details to pay

Here you have to fill the card details to conform the payment

# How to fill Agreement ?



## Service Level Agreement

This Service Level Agreement executed on 00-00-0000 by Vflyorions Technologies Pvt. Ltd and between (Customer Name, Address) \_\_\_\_\_ having our registered office at Plot no 58, Zingabai Takli Godhani Road Nagpur-13.

Which expression shall, unless excluded by or repugnant to the context, be deemed to mean and include its permitted assigns and successors-in-interest). Whereas the Client is engaged in the business for the Data Entry Job Work. Whereas the execute the data entry operations described in detail in the scope of work, which need to be executed with its terms and condition and should be submitted in the prescribed period.

Presently it is in a position to procure the business for Job Plan Data Entries in MS Excel 2007 only, Scope of Work, through their principals.

This Agreement represents the business Agreement and operational understandings between the parties and shall remain in effect for a period of 6 Months(if project is success) from the date of execution here of or from the date of providing the first data whichever is later & can be extended for the period as mutually agreed upon, for the purpose.

### CURRENTLY THIS CONTRACT WITNESSETH AS FOLLOW:

#### 1. Scope of Work:

**Accuracy level:** One field missing in a row that means this row is mistake. Errors Considered as per below mentioned. Spelling Mistakes / Symbol Missing / Text Missing/ Word Exchanged – One error QC (Quality Check) will be done by end client QC department. So Report as well as payment will be sent only after 7 days. Payment will be made either by cash cheque or Account transfer (NEFT) which ever do you prefer.

Payment will not be made for those who did not achieve the accuracy level.

#### Eligibility

- ✓ He / she should arrange the pc or laptop at their own cost.
- ✓ He / she should have basic knowledge about the computer.

Vflyorions Technologies Pvt Ltd, Plot no 58, Zingabai Takli Godhani Road Nagpur-13.  
Ph.No- +91-9146902678 Email:- Info@vflyorions.com

In place of this 00-00-0000,  
you have to fill the date of  
Registration

In the given blank  
place , you have to  
fill your name and  
address

# How to fill Agreement ?

- After successful completion of your first project Clint will get the next five projects from the company's side without any registration charge.
- This projects only consist of the registration charge, leaving this no any other charges are included.
- Registration amount should be paid on company account or in company phone pay or G pay only(+919146902678, +918956375911). If you paid any other account so company is not responsible for any fraud issues.

VFLYORIONS TECHNOLOGIES PVT LTD. don't used to charge any other charges rather than registration amount.

## JOB - MS Excel

Name :-  
Email Id :-  
Contact No. :-  
Job Plan :-  
Service Charges :-  
Address :-  
Id Proof :-  
Bank Details :-

Customer have to fill its  
Personal Details

Job plan will be  
SINGLE USER,  
SERVICE CHARGE  
will be according  
to the Plan

IN WITNESS WHEREOF the parties hereto have executed these presents on the date hereinbefore written:

Vflyorions Technologies Pvt Ltd, Plot no 58, Zingabai Takli Godhani Road Nagpur-13.  
Ph.No- +91-9146902678 Email:- Info@vflyorions.com

# Do you have any questions?

Feel free to reach out!



**Mr. Samuel Titus**  
Director



**Ms. Ayushi Gupta**  
Manager



**Mr. Ayush Soni**  
Senior team leader