



MYZEN GLOBAL SOLUTIONS CO., LTD.



Who we are



Established
2012

400+
Employees

150+
Clients Served



Established
2025

3
Foot-print Location

200+
Solution Delivered

Cloud Solution
Partner



BPO & Unifield
Communication Solution
Concern



AI Technology
Partner



Technology Solution
Concern



OUR EXPERIENCES

We have successfully served and delivered various types of Business Process Outsourcing Services and Enterprise Management Software Solution for Bangladesh & Global market.

14+ YEARS
BPO SERVICES

12+ YEARS
SOFTWARE DEVELOPMENT

150+ CLIENTS
SERVED

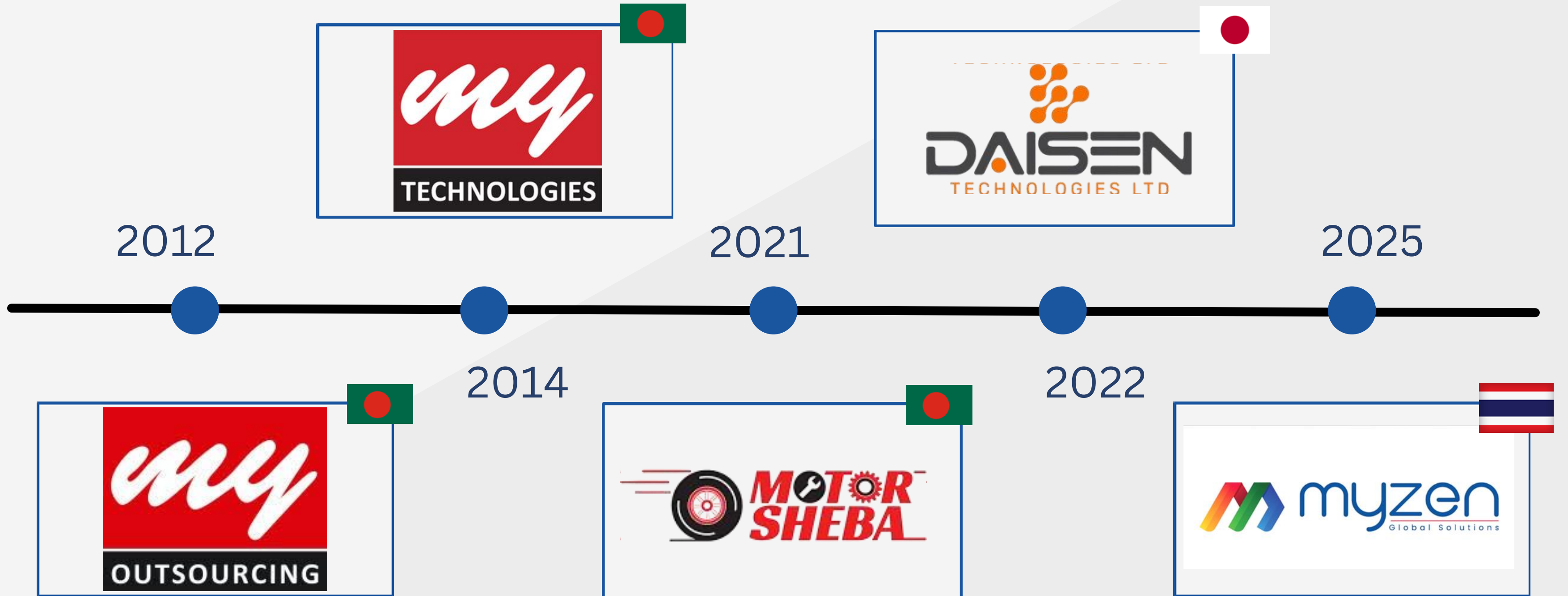
99.99% PROJECT
DELIVERED

SOME MAJOR CLIENTS





COMPANY HISTORY





To be the trusted partner in digital transformation, helping businesses not just keep up, but **LEAD THE DIGITAL AGE.**

Our Vision

To be the leading provider of BPO Services, IT and Cloud Based Software Solutions in SAAS model

Our Goals

To empower businesses across Southeast Asia

Our Mission

Provide Services that fuel Digital innovation, Business efficiency, and growth.

SERVICE VERTICALS

Software & ITeS Services

1

Expert services in IT Help Desk Support Outsourcing, Custom Software Development, Financial Management & Audit Outsourcing, and Unified Communication Solutions.

Distributorship

2

Software Distribution followed by reseller enlistment and management support service

Lead Generation

3

Selling Software solutions in local and global market and offer Property Management Service followed by lead generation.

Custom Software
Development

AI-Powered Solution
As a Service

Transcription & BI
Solution As a Service

Cloud Solutions

IT Staff Augmentation
Skilled developers

Property Management
Services through Digital
Media

Our Services



Unified AI-Driven Solutions

AI After-Hour Service

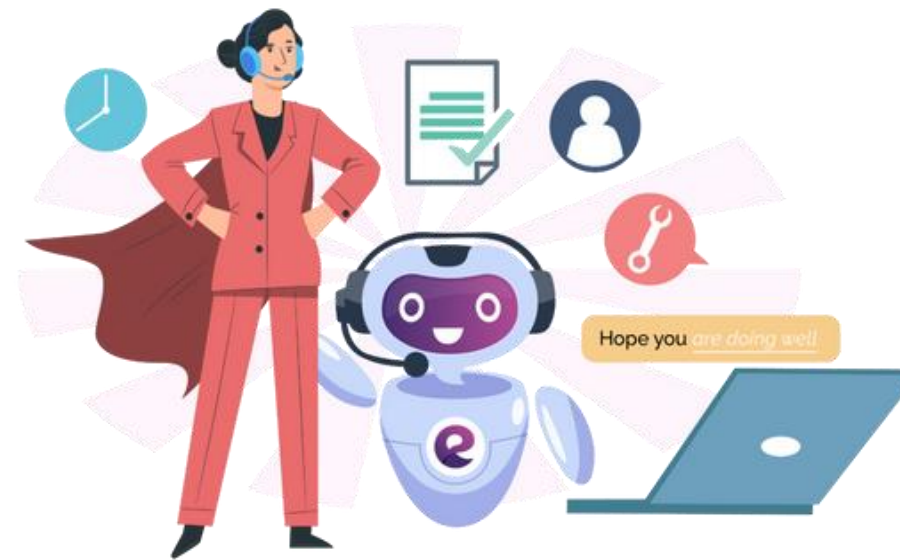
24/7 customer support through AI.

AI Driven customer insight

Customer satisfaction tracking.

AI front desk

Efficient inbound call handling and enhanced customer engagement.



AI enhance learning module

Solutions to upskill agents and employees.

AI-Driven Customer Lead Generation

Telemarketing and sales lead identification

AI- Based Transcription, Data validation & BI tools

Prompt writing based report generation
Data Validation from Image
Data Analysis

UNIFIED COMMUNICATION SOLUTIONS

Automobile Service Center Software Solution

- Manages appointments, vehicle service history, billing, and inventory. <
- Enhances customer satisfaction with efficient scheduling and real-time updates. <
- Provides detailed service records. <
- Optimizes workflow and resource allocation for the service center. <



Stock Management Solution

- Streamlines tracking and managing inventory levels, orders, sales, and deliveries.
- Optimizes stock levels to reduce costs and improve efficiency.
- Utilizes automation and real-time data analytics.



Hospital Appointment Management Solution

- Streamlines scheduling and management of patient appointments.
- Automates booking processes and reduces wait times.
- Improves communication between patients and healthcare providers.
- Manages patient records and optimizes resource allocation.



Food Order Management Solution

- Streamlines taking, managing, and delivering food orders.
- Efficiently handles online orders and tracks delivery status.
- Manages customer information.
- Enhances customer satisfaction with real-time updates and timely deliveries.



- A next generation contact center solution <
- Intelligent & automatic call distribution <
- Queue management, crm integration <
- Customer information popup many more features <



Ecommerce Solution

- Integrates front-end and back-end software for a seamless online shopping experience.
- Front-end software enables browsing, searching, and purchasing products.
- Back-end software manages server, database, and application logic.
- Handles inventory management, order processing, and payment transactions.



- An intelligent ticket managing application
- Auto escalation matrix and live dashboard
- Manage & track product service
- Sales & internal communications



- Verifies customer data via OTP authentication.
- Centrally stores the activation database.
- Enables detailed analysis by the marketing department.



Lead Management Software

- Captures, tracks, and nurtures leads throughout the sales cycle.
- Automates lead scoring, assignment, and follow-ups.
- Provides actionable insights to enhance sales productivity and conversion rates.
- Ensures no leads are overlooked.

Contact Center Solution



iDialer
Powered by MYOL

Key Features

Smart Dialing & Call Handling – Auto/Predictive Dialing, Inbound, and Call Blending.

IVR, Softphone & Monitoring – Streamlined communication with call recording and supervision tools.

Analytics & Scalability – Real-time dashboards, reporting, and support for businesses of any size from small teams to enterprise call centers

2025-09-28 13:39:55 (ring) No Live Call. Calling: 01874566214 Waiting for Ring... 9 seconds

iDialer AGENT

Script Pause

Manual Dial CDR

In Group Call Hold

Queue Call Transfer

Hang Up Agent

ENTER A PAUSE CODE

ICRM

Welcome to iCRM

Agent: demouser

Information

Name* Enter Name Phone Number* 01874566214 Email Enter Email Address

Gender* Select Gender Date of Birth Select Birth Date Age

Division Select Division District Select District Upazila Select Upazila

Address Enter Address Query Type Enter Query Types Remark

Status* Select Status

Save

2025-09-28 13:48:12 (ring) No Live Call... 79s Called: 01874566214

iDialer AGENT

Script Pause

Manual Dial CDR

In Group Call Hold

Queue Call Transfer

Hang Up Agent

ENTER A PAUSE CODE

ICRM

Welcome to iCRM

Agent: demouser

Information

Name* Enter Name Email Enter Email Address

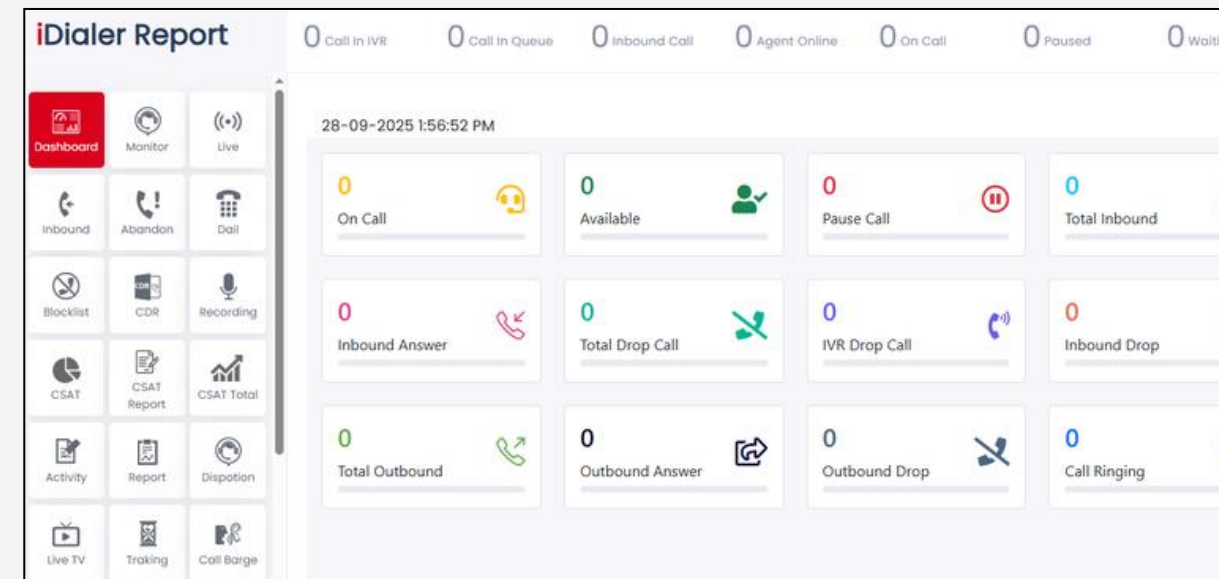
Gender* Select Gender Age

Division Select Division District Select District Upazila Select Upazila

Address Enter Address Query Type Enter Query Types Remark

Status* Select Status

Save



iDMS

Dashboard Query Type

15

Export

SL	Name	Brand	Phone	Caller Type	Query	Call Type	Verbatim	Call Remarks	Created at
1	Habibur Rahman	Magic	01738992353	Consumer	Product Query & Others	Inbound	Magic Bauliana Registration 2025 Source: Facebook	Successful	2025-08-19
2	Sochindronath Rai	Magic	01710081806	Consumer	Product Query & Others	Inbound	Magic Bauliana Registration 2025 Source: Facebook	Successful	2025-08-19
3	Polash	Magic	01719354715	Consumer	Product Query & Others	Inbound	Magic Extra Fresh Tooth Powder	Successful	2025-08-18
4	MD Jahangir Alam	N/A	01723767409	Consumer	Product Query & Others	Inbound	Meril Baby Milk Cream er age limit jante chai.	Successful	2025-08-18
5	Shahinur begum	Magic	01938626716	Consumer	Product Query & Others	Inbound	Jui Multivitamin Oil e ki fragrance ache?	Successful	2025-08-18

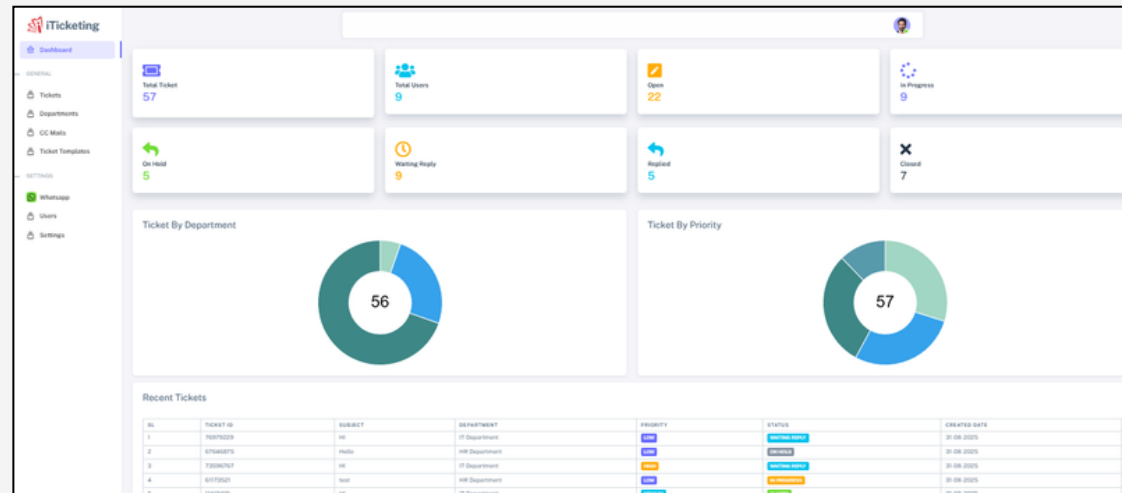


Task Management & Tracking Solution



Key Features

- Tracks and manages product or service issues from start to resolution
- Ticket creation & assignment for internal teams
- Monitors sales-related tickets linked to products/services
- Supports internal communication & collaboration on each ticket
- Provides issue status tracking and resolution timelines
- Centralized dashboard for supervisors/admins to monitor all tickets
- Helps improve customer service efficiency and accountability



The dashboard shows a 'Filter' section with dropdowns for 'Select Assigned', 'Select Department', and 'Select Status', along with 'Filter' and 'Reset' buttons.

The 'Ticket List' table includes columns: SL, TICKET ID, ASSIGNED, SUBJECT, DEPARTMENT, PRIORITY, STATUS, STARTED DATETIME, CLOSED DATETIME, TOTAL, CREATED DATE, and ACTION.

SL	TICKET ID	ASSIGNED	SUBJECT	DEPARTMENT	PRIORITY	STATUS	STARTED DATETIME	CLOSED DATETIME	TOTAL	CREATED DATE	ACTION
1	76979229	Ishtiaque	Hi	IT Department	LOW	WAITING REPLY	31-08-2025 04:47 PM			31-08-2025	[Icons]
2	67646875	Hello		HR Department	LOW	ON HOLD	31-08-2025 03:50 PM			31-08-2025	[Icons]
3	73596767	Hi		IT Department	HIGH	WAITING REPLY	31-08-2025 03:50 PM			31-08-2025	[Icons]

The 'Ticket List' table includes columns: SL, CREATED BY, TICKET ID, SUBJECT, DEPARTMENT, PRIORITY, STATUS, STARTED DATETIME, CLOSED DATETIME, TOTAL, CREATED DATE, and ACTION.

SL	CREATED BY	TICKET ID	SUBJECT	DEPARTMENT	PRIORITY	STATUS	STARTED DATETIME	CLOSED DATETIME	TOTAL	CREATED DATE	ACTION
1	Admin	97838255	test	IT Department	LOW	WAITING REPLY	31-08-2025 02:34 PM			31-08-2025	[Icons]
2	Admin	15679491	test	IT Department	LOW	CLOSED	24-08-2025 03:00 PM	27-08-2025 02:48 PM	2d, 23h, 47m	24-08-2025	[Icons]
3	Admin	72646526	test	IT Department	LOW	ON HOLD	27-08-2025 02:32 PM			04-08-2025	[Icons]
4	Manager	30081529	RAM issue in PC_MYOL_2024	IT Department	CRITICAL	ON HOLD				20-08-2024	[Icons]
5	Manager	55466524	test	IT Department	LOW	OPEN				20-08-2024	[Icons]
6	Manager	79495471	RAM issue in PC_MYOL_202	IT Department	CRITICAL	OPEN				20-08-2024	[Icons]
7	Manager	62312450	Dolorem fugiat aliqu	HR Department	MEDIUM	WAITING REPLY				20-08-2024	[Icons]
8	Manager	75102008	RAM issue in PC_MYOL_202	IT Department	CRITICAL	OPEN				20-08-2024	[Icons]
9	Manager	96020921	RAM issue in PC_MYOL_202	IT Department	CRITICAL	OPEN				20-08-2024	[Icons]

The 'User List' table includes columns: SL, NAME, EMAIL, PHONE NO, GENDER, ROLE TYPE, DEPARTMENT, STATUS, CREATED DATE, and ACTION.

SL	NAME	EMAIL	PHONE NO	GENDER	ROLE TYPE	DEPARTMENT	STATUS	CREATED DATE	ACTION
1	Sujon Mia	sujon@myolbd.com	01743776488	Male	ADMIN	HR Department	ACTIVE	29-07-2024	[Icons]

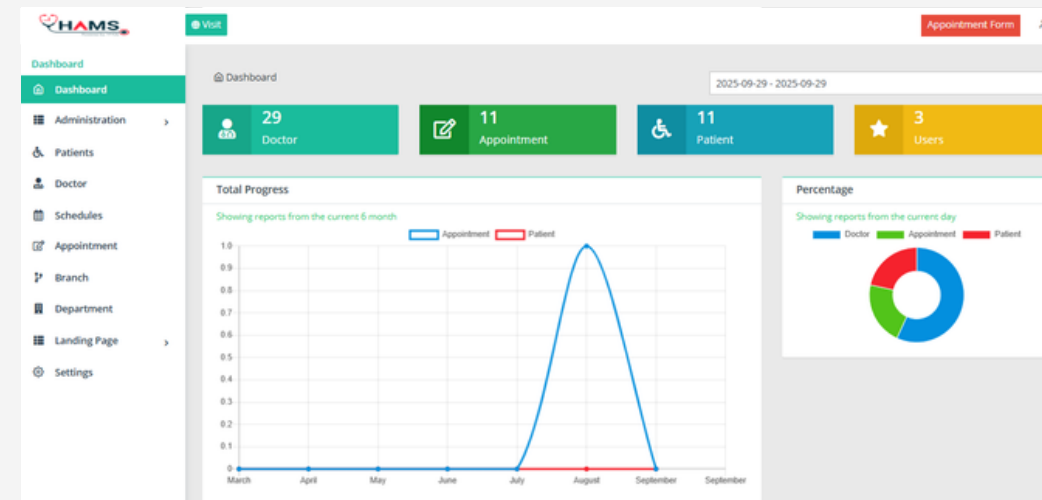


Hospital Appointment Management Solution.



Key Features

- Patient Appointment Scheduling – Easy online booking and rescheduling.
- Automated Notifications – SMS/email reminders for patients.
- Queue & Waitlist Management – Real-time tracking to reduce waiting times.
- Doctor/Staff Calendar Sync – Automatic synchronization of schedules.
- Patient Data Integration – Linking appointments with patient records.
- Reporting & Analytics – Insights on patient flow, trends, and hospital efficiency.



Appointment Form

Agent: Test-Agent

Hotline: 09 610 223 344
Address: Banani, Dhaka 1213
Phone: 01743776488

Patient List

SL	PATIENT NAME	PID	CONTACT NO	EMAIL	BIRTH
1	Mr. Suji	095932211861	01743776488		2000-12-20
2	Rakib Is	530872189252	0175448544		1982-05-06
3	Mr. Kac	531899897159	01843776598		1988-08-01
4	Shanta Selina	532983143784	01709312292		1997-01-24
5	Parveen Rumi	533133114892	01367257906		2000-10-26
6	Mr. Sujon Mia	533271718935	01790638962		1992-11-25
7	Islam Pervez	533387884957	01343043693		1999-12-23

Appointment List

SL	PATIENT NAME	PHONE NO	ADDRESS	APPOINTMENT NO	
1	Tarek	01814485175	Banani	A16815389860	
2	Sujon Mia	01743776487	Dhaka	A930981696593	
3	Ruhul Tofazzal	01509946939	Sylhet	A138278533686	
4	Fazle Farhad	01947092139	Dhanmondi, Dhaka	A991581533600	
5	Islam Pervez	533387884957	01343043693	Nobinagar, Savar	A119262533387
6	Mr. Sujon Mia	533271718935	01790638962	Mirpur-1, Dhaka 1216	A138780533271
7	Parveen Rumi	533133114892	01367257906	Rangpur cantonment, Rangpur	A199636533133
8	Shanta Selina	532983143784	01709312292	84 Barkat Camp, West Town Sylhet	A130398532983

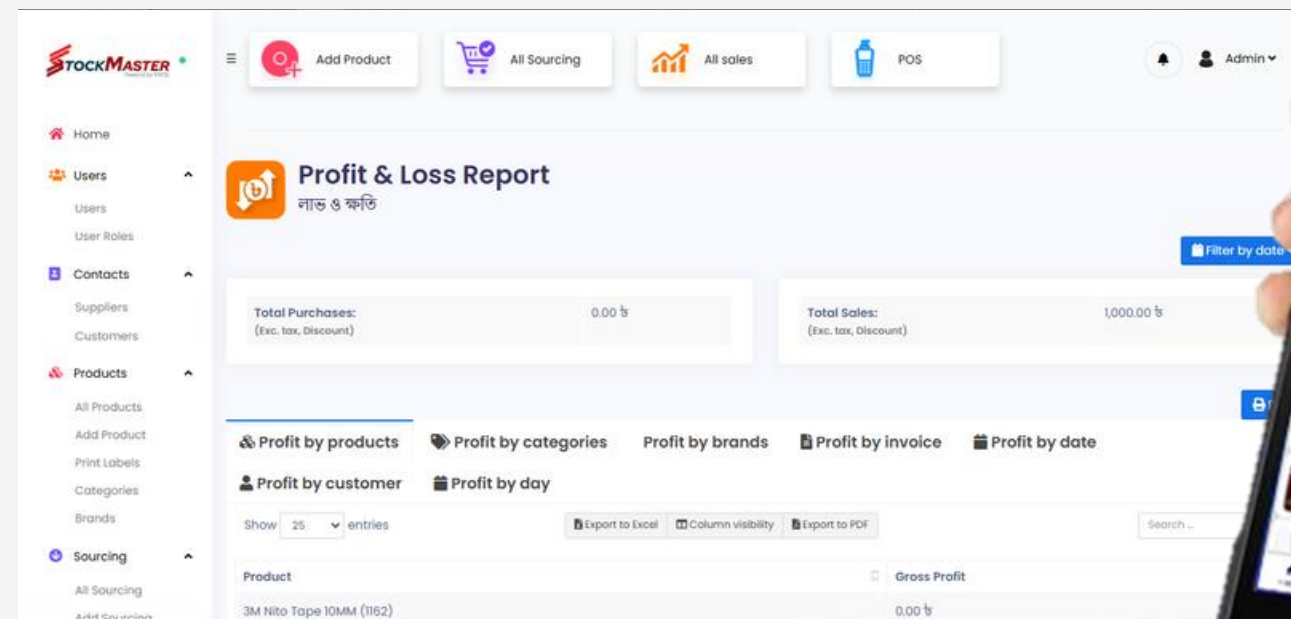
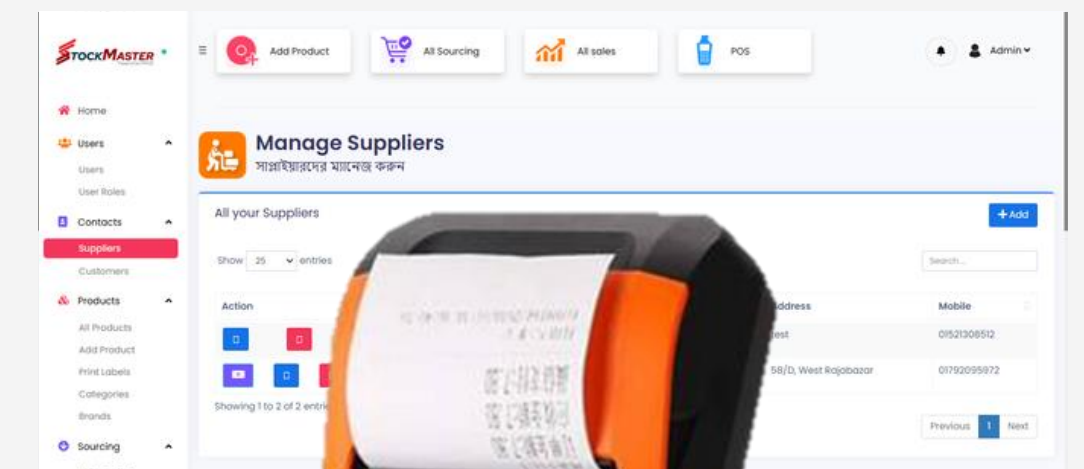
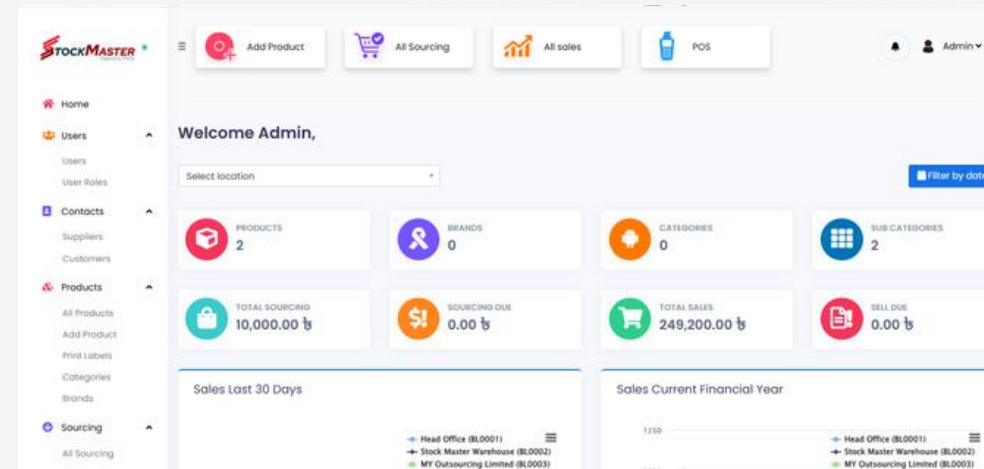
StockMaster – Inventory & POS Management Solution

MARKET



Key Features

- Centralized Tracking & Multi-Location Support – Manage orders, sales, deliveries, and warehouses from one platform.
- Smart Stock Control – Automated low-stock alerts, replenishment suggestions, and barcode/QR code integration.
- Vendor & Procurement Management – Streamline supplier handling, purchase orders, and procurement processes.
- Real-Time Insights – Dashboards and analytics for inventory trends, performance, and decision-making



Auction Business Web Platform



Visit Live Platform : coreoku.com

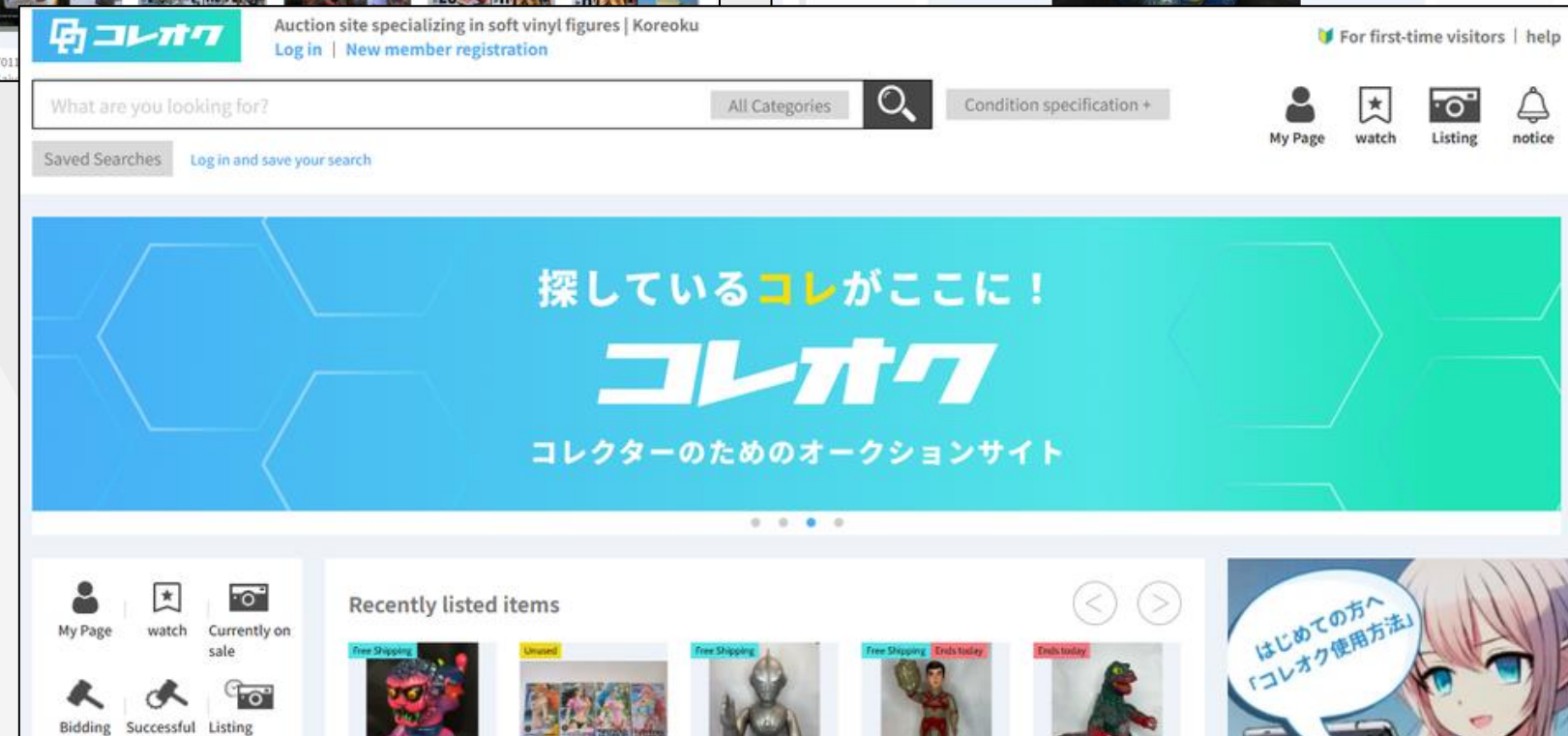
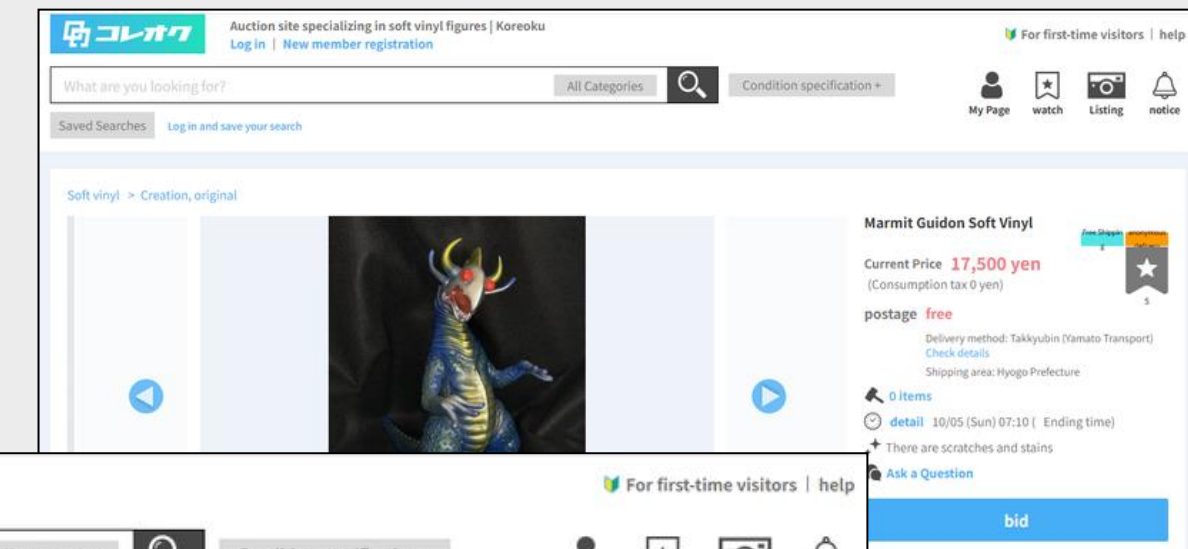
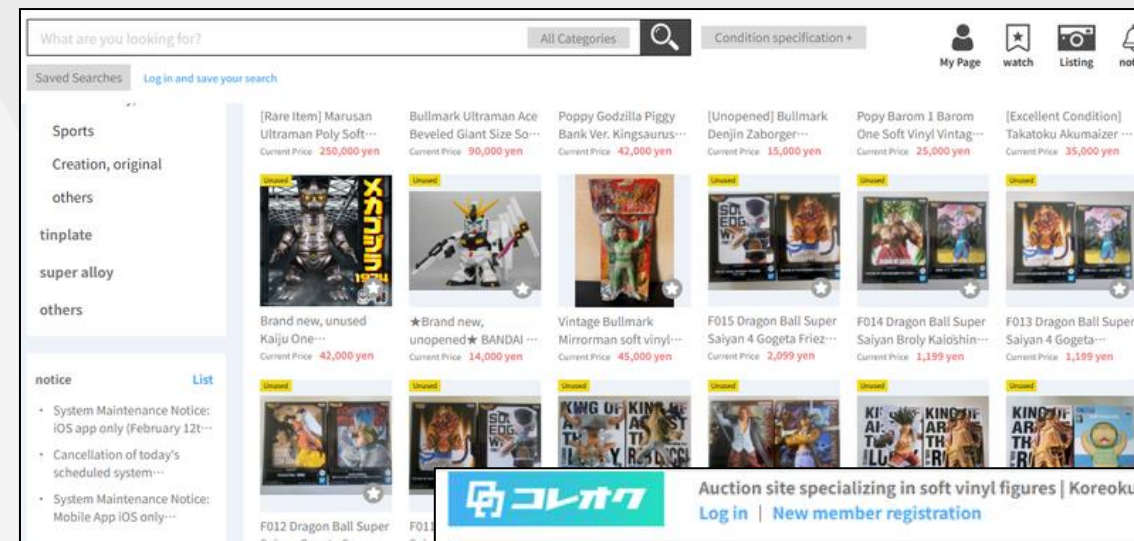
Buy & Sell Auction web PLATFORM.

- B2B2B
- B2C2C

- B2B2C
- Multi-transaction

Key Features

- My Page (dashboard) for sellers & buyers
- Auction creation & listing management
- Category browsing
- Watch-list
- Saved search conditions
- Bid history & current bids
- Notifications & announcements
- Auction status (bidding, won, drafts, ended)
- Reminder System
- Delivery Tracking System
- Multi Vendor Payment management system (Capture, Authorize both system included)
- Mail Marketing System
- Evaluation System
- Last minute extension of Bidding



Stellar Human Resource Management Solution

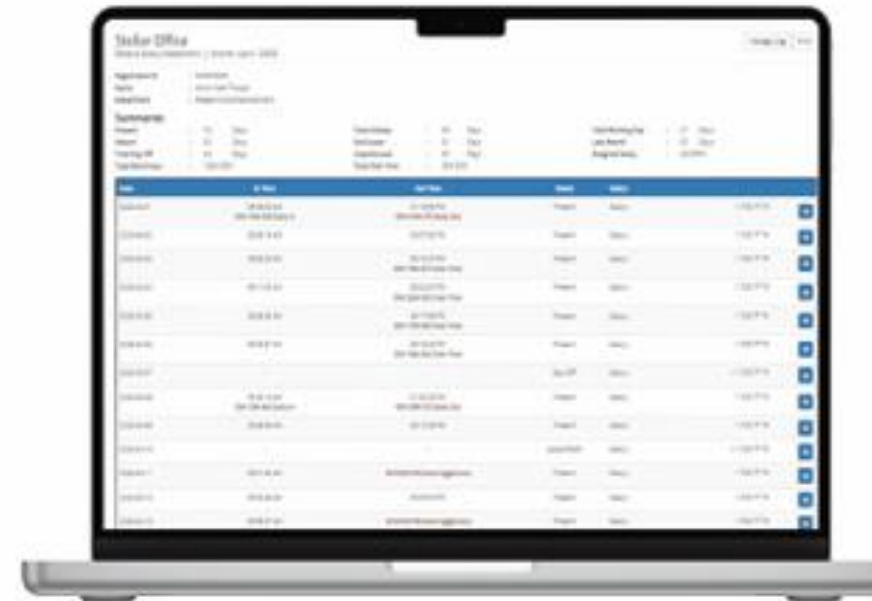


Attendance Software

Key Features



- Attendance Report
- SMS module
- Employee/ Guardian App
- GPS / GEO Fencing Attendance
- Payroll
- Face Recognition
- Fingerprint
- RFID Card



Why Choose Us

Global Reach

Thailand HQ with operations in Bangladesh & overseas

14+ Years Experience

Proven software development for Bangladesh & Japan markets

Cost-Effective

Affordable pricing powered by our Bangladesh-based team

End-to-End IT Solutions

Help desk, custom software, AI support & outsourcing

Diverse Portfolio

In-house solutions + global software distributorship

Trusted Backing

Supported by parent company MY Outsourcing Ltd.

CONNECT WITH US!

 **+66980471781**

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THANK YOU

VISIT US



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