



Company Profile

Outsourcing, elevated to a craft.

Cairo, Egypt · Founded 2024 · nyxbpo.net

contact@nyxbpo.net · sales@nyxbpo.net

WHO WE ARE

Built as the outsourced team you'd have hired anyway.

For over two years, Nyx BPO has been designing and operating the teams that sit behind our clients' customers — answering the calls, closing the deals, and moving the shipments that keep their businesses running.

We started as a small, focused team and have grown into a company of 50+ specialists spanning customer support, sales, logistics and industry-specific desks, without losing the precision of a team that still reads every brief personally.

Every engagement is built the same way: understand the client's operation as if it were our own, staff it with people who are actually good at the work, and hold ourselves to numbers our clients would set for their own in-house teams.

2+

Years in
operation

50+

Specialists on
team

3

Clients to date

9

Industries
served



The Nyx BPO floor, Cairo



SERVICE 01 / 09

Supply Chain

The nerve center between your suppliers, your warehouse and your customers.

OVERVIEW

We run the desk between your suppliers, your warehouse and your customers, tracking purchase orders, coordinating shipments, and flagging exceptions before they become delays.

WHAT WE DELIVER

- Purchase order tracking and supplier follow-up
- Inventory monitoring and stock-level alerts
- Shipment coordination across carriers and warehouses
- Exception handling for delays, shortages and damaged goods
- Reporting on lead times, fill rates and supplier performance

BUILT FOR

Manufacturers, distributors and retailers who need a dedicated team watching the supply chain full-time, without adding permanent headcount.



SERVICE 02 / 09

Travel Agency Solutions

Every booking, every itinerary change, handled like it's the only one that matters.

OVERVIEW

From first booking to last-minute itinerary changes, we staff the desk that keeps travellers moving — reservation handling, rebooking, and technical support for agency platforms.

WHAT WE DELIVER

- Reservation management and booking confirmations
- Itinerary changes, cancellations and rebooking support
- Technical support for booking platforms and portals
- Traveller communication before, during and after trips
- Escalation handling for disruptions and complaints

BUILT FOR

Travel agencies and booking platforms that need responsive, always-available support without building an in-house call floor.



SERVICE 03 / 09

Sales

A sales engine measured on revenue closed, not calls made.

OVERVIEW

We train sales teams on your pitch, your objections and your close, then run them against the numbers that matter: pipeline, conversion and closed revenue.

WHAT WE DELIVER

- Outbound prospecting and lead generation
- Inbound sales handling and qualification
- Objection handling trained on your specific offer
- CRM discipline — every call and outcome logged
- Weekly reporting on pipeline and conversion

BUILT FOR

Companies that need a sales engine that scales up or down with demand, without the overhead of building one internally.



SERVICE 04 / 09

Customer Support & Call Center

Support that feels in-house, and answers on the first contact.

OVERVIEW

Voice, chat and email handled by agents trained on your product and your tone, resolving issues on first contact instead of passing them along.

WHAT WE DELIVER

- 24/7 or business-hours phone, chat and email support
- First-contact resolution focus with clear escalation paths
- Ticketing and CRM management on your existing tools
- Quality assurance scoring and coaching
- Customer satisfaction (CSAT) tracking and reporting

BUILT FOR

Any customer-facing business that needs support to feel like an in-house team, at a fraction of the cost of building one.



SERVICE 05 / 09

E-Commerce Operations

Every order, return and question, handled so your reviews stay five stars.

OVERVIEW

We handle the operational load behind the storefront — orders, returns, and shopper questions — so conversion and customer lifetime value stay protected.

WHAT WE DELIVER

- Order processing, tracking and fulfilment updates
- Returns, refunds and exchange handling
- Abandoned cart recovery and shopper follow-up
- Product and shipping question support
- Marketplace and platform ticket management

BUILT FOR

Online retailers and DTC brands scaling order volume faster than their internal support team can keep up with.



SERVICE 06 / 09

Real Estate

No lead goes cold. No viewing goes unbooked.

OVERVIEW

We qualify inbound leads, coordinate viewings, and keep buyers and tenants engaged through a process that usually loses momentum without dedicated follow-up.

WHAT WE DELIVER

- Inbound lead qualification and scoring
- Viewing scheduling and coordination
- Buyer and tenant follow-up sequences
- CRM updates and pipeline visibility for agents
- Post-viewing and post-sale check-ins

BUILT FOR

Agencies and developers with more inbound interest than their agents have time to personally chase.



SERVICE 07 / 09

Solar

From first inquiry to install day, without a single dropped call.

OVERVIEW

We support solar providers through the full customer journey, from first inquiry to inspection scheduling to post-install questions.

WHAT WE DELIVER

- Lead qualification and consultation scheduling
- Site inspection and installation scheduling
- Quote follow-up and objection handling
- Technical guidance for common customer questions
- Post-installation support and satisfaction check-ins

BUILT FOR

Solar installers and providers scaling installations faster than their internal customer care can support.



SERVICE 08 / 09

Telecommunications Services

Subscribers who stay, because someone always picks up.

OVERVIEW

We staff the desks that keep telecom subscribers supported — plan questions, billing disputes, technical troubleshooting, and retention conversations.

WHAT WE DELIVER

- Plan and billing support
- Network and device technical troubleshooting
- Account management for inbound subscriber queries
- Retention and win-back conversations
- Escalation handling for service disruptions

BUILT FOR

Telecom and mobile service providers who need subscriber support that scales with their customer base.



SERVICE 09 / 09

Shipping & Delivery

Shipments tracked, issues resolved, before the customer even asks.

OVERVIEW

We keep shipments and deliveries moving — coordinating dispatch, resolving delivery issues, and managing courier escalations before they reach the customer as a complaint.

WHAT WE DELIVER

- Dispatch coordination across couriers and routes
- Delivery-status support and proactive updates
- Failed-delivery and redelivery handling
- Courier escalation and issue resolution
- Reporting on delivery performance and SLAs

BUILT FOR

Shipping, courier and last-mile delivery partners who need a support layer that protects their delivery SLAs.

Built for mid-market teams who can't afford to guess.

Native-vetted talent

Every agent is screened for real fluency, not a certificate. English, Spanish, French and Arabic desks that read like local, not outsourced.

60% leaner than in-house

No office lease, no local payroll overhead, no idle headcount between hiring cycles. You pay for coverage, not for infrastructure.

Built around your hours

Shifts are mapped to your customers' time zones, not ours, giving overlap across the Gulf, Europe, and the Americas.

Confidentiality-first delivery

Every engagement runs under clear data-handling terms, with client information treated as if it were our own.

GET IN TOUCH

Let's design the team behind your customers.

GENERAL INQUIRIES

contact@nyxbpo.net

NEW BUSINESS & PRICING

sales@nyxbpo.net

PARTNERSHIPS

partnership@nyxbpo.net

EXISTING CLIENT SUPPORT

support@nyxbpo.com

nyxbpo.net · Cairo, Egypt

EN · AR · FR · ES — Native-vetted desks in every market