

Бизнес Call-центр ВРО в США



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Call- BPO

Этот удостоенный самых высоких рейтингов поставщик услуг BPO является компанией, предоставляющей услуги телефонной связи с 2017 года.

Компания владеет колл-центрами в Мексике, Калифорнии и Флориде, чтобы иметь возможность выполнять крупные контракты, требующие государственных контрактов и тендерных заявок на территории США, что позволяет ей предоставлять услуги колл-центров премиум-класса предприятиям любого размера.

Уделяя особое внимание рентабельности инвестиций, компания стремится предоставлять индивидуальные решения, адаптированные к потребностям бизнеса в рамках его планов масштабирования и эволюции.

Компания получила сертификат ISO 9001: 2015, сертификат ISO 9001 и сертификат ISO 31000.

Услуги

- Служба поддержки клиентов
- Поддержка бэк-офиса
- Поддержка чата
- Решения BPO
- Техническая поддержка
- Виртуальные помощники
- BPO
- Генерация лидов
- Цифровой маркетинг
- SEO

Технология

- Совместимая ADS (система автоматического набора номера), которая заменяет ручной набор.
- Портал контроля операций, который позволяет нашим клиентам иметь прозрачный доступ в режиме реального времени к контрактным процессам.
- ИИ (искусственный интеллект), который помогает в оптимизации человеческих ресурсов и повышает качество обслуживания.
- Усовершенствованные протоколы информационной безопасности, которые защищают все конфиденциальные данные, генерируемые в ходе операции.

TARGET PRICE

\$20,000,000

GROSS REVENUE

\$11,697,000

EBITDA

\$5,132,616

BUSINESS TYPE

Колл-центр

FF&E

2250000

COMPETITION

Genpact, Alorica, Blue Cross Blue Shield, Verizon, Citigroup, Conduent, Convergys

SUPPORT & TRAINING

12 месяцев

COUNTRY

Соединенные Штаты

BUSINESS ID

L#20230489

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