

Provedor de serviços de contact center



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Um provedor de serviços de contact center que opera em toda a UE está à venda. A empresa fornece soluções abrangentes de atendimento ao cliente, incluindo operações de contact center inbound, outbound e combinadas, com um forte foco em serviços baseados em voz. A empresa mantém altos padrões operacionais com as certificações ISO 9001 e ISO/IEC 27001. A estratégia de desenvolvimento de negócios da empresa se baseia principalmente em indicações e leads de entrada, atendendo a quatro grandes clientes dos setores de telecomunicações, TI e terceirização. Suas operações se concentram exclusivamente em trabalhos relacionados a telefones, com recursos notáveis que incluem duas campanhas de alta recompensa e uma equipe de projeto mista especializada de 30 agentes. Essa estrutura operacional permite que eles mantenham a alta qualidade dos serviços e, ao mesmo tempo, atendam às diversas necessidades dos clientes em seu mercado-alvo.

Setores atendidos:

Telecomunicações, tecnologia da informação, terceirização de processos de negócios

Serviços oferecidos:

- Atendimento ao cliente inbound
- Chamadas de saída
- Operações combinadas do centro de contato
- Suporte por voz/chat
- Suporte por e-mail
- Operações de back office

Geografia:

Dois escritórios na UE

Número de funcionários:

520 funcionários

Receita:

\$4,504,752.49

EBITDA:

\$1,100,000.00

Previsão de receita:

\$7,700,000.00

TARGET PRICE

\$ 7,700,000

GROSS REVENUE

\$ 4,500,000

EBITDA

\$ 1,100,000

BUSINESS TYPE

Central de atendimento

COUNTRY

Eslováquia

BUSINESS ID

L#20250902

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