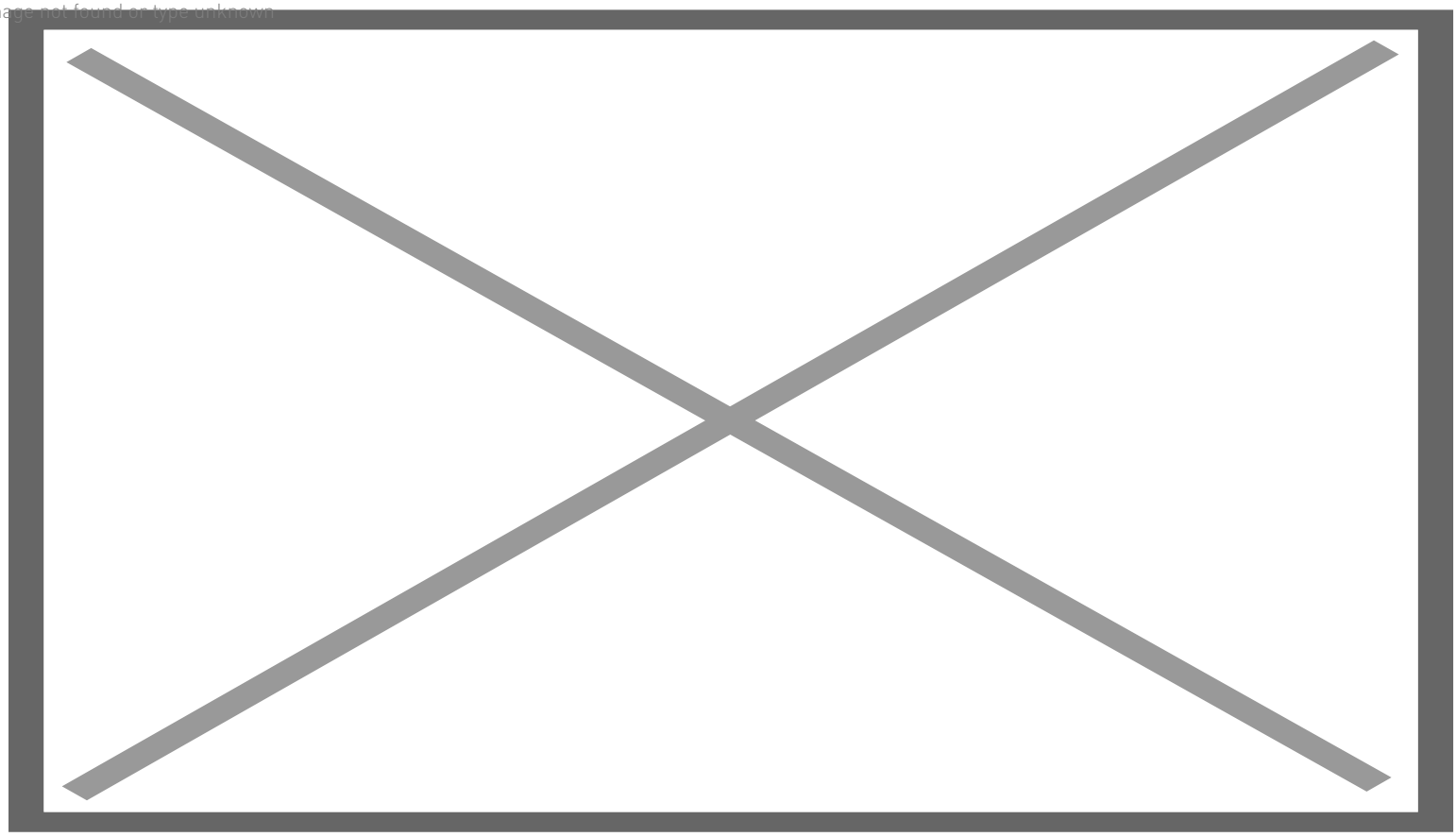
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Call Center en EE. UU. externalización de procesos de negocio (BPO)

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Call Center en EE. UU. externalización de procesos de negocio (BPO)

Este proveedor de BPO ganador de premios y mejor calificado es una empresa dedicada a los servicios telefónicos desde 2017.

La compañía posee centros de atención telefónica en México, California y Florida para poder cumplir con grandes contratos que requieren contratos y licitaciones del gobierno de EE. UU., lo que les permite brindar servicios de atención telefónica premium a empresas de todos los tamaños.

Con un fuerte enfoque en el ROI, la empresa tiene como objetivo ofrecer soluciones personalizadas que se adapten a las necesidades de las empresas para sus planes de mejora y evolución.

La empresa ha recibido una certificación ISO 9001:2015, certificación ISO 9001 e ISO 31000.

Servicios

– Atención al cliente
– Soporte administrativo
– Soporte de chat
– Soluciones BPO
– Apoyo técnico
– Asistentes virtuales
-BPO
– Generación líder
– Publicidad digital
– SEO

Tecnología

– Compatible con ADS (Sistema de Marcación Automática) que reemplaza la marcación manual.
– Portal de supervisión de operaciones que permite a nuestros clientes tener un acceso transparente en tiempo real de los procesos contratados.
– IA (Inteligencia Artificial) que ayuda en la optimización de los recursos humanos y aumenta la calidad del servicio.
– Protocolos avanzados de seguridad de la información que protegen todos los datos confidenciales generados por la operación.

TARGET PRICE
$20,000,000

GROSS REVENUE
$11,697,000

EBITDA
$5,132,616

BUSINESS TYPE
Call Center

FF&E
2250000

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

SUPPORT & TRAINING
12 Meses

REASON FOR SELLING
Jubilación

COUNTRY
Estados Unidos

BUSINESS ID
L#20230489

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