

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



**MERGERSCORP**

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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, Convergy

### SUPPORT & TRAINING

12 Meses

### REASON FOR SELLING

Jubilación

### COUNTRY

Estados Unidos

### BUSINESS ID

L#20230489

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