

Proveedor de servicios de Contact Center



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Se vende un proveedor de servicios de contact center que opera en toda la UE. La empresa ofrece soluciones integrales de atención al cliente que incluyen operaciones de centro de contacto entrantes, salientes y mixtas, con especial atención a los servicios basados en la voz. La empresa mantiene altos estándares operativos con las certificaciones ISO 9001 e ISO/IEC 27001. La estrategia de desarrollo empresarial de la empresa se basa principalmente en referencias y clientes potenciales entrantes, y presta servicios a 4 grandes clientes de los sectores de telecomunicaciones, TI y subcontratación. Sus operaciones se centran exclusivamente en trabajos relacionados con el teléfono, con características notables como 2 campañas de alta recompensa y un equipo especializado en proyectos mixtos de 30 agentes. Esta estructura operativa les permite mantener una alta calidad de servicio a la vez que satisfacen las diversas necesidades de los clientes de su mercado objetivo.

Industrias atendidas:

Telecomunicaciones, Tecnología de la Información, Externalización de Procesos Empresariales

Servicios ofrecidos:

- Atención al cliente entrante
- Llamadas salientes
- Operaciones combinadas del centro de contacto
- Asistencia por voz/chat
- Asistencia por correo electrónico
- Operaciones de Back Office

Geografía:

Dos oficinas en la UE

Personal:

520 empleados

Ingresos:

\$4,504,752.49

EBITDA:

\$1,100,000.00

Previsión de ingresos:

\$7,700,000.00

TARGET PRICE

\$ 7,700,000

GROSS REVENUE

\$ 4,500,000

EBITDA

\$ 1,100,000

BUSINESS TYPE

Centro de llamadas

COUNTRY

Eslovaquia

BUSINESS ID

L#20250902

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