

Centre d'appels aux États-Unis BPO Business





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Ce fournisseur BPO primé est une entreprise dédiée aux services téléphoniques depuis 2017.

La société possède des centres d'appels au Mexique, en Californie et en Floride pour pouvoir exécuter des contrats importants nécessitant des contrats et des offres du gouvernement américain, ce qui leur permet de fournir des services de centre d'appels haut de gamme aux entreprises de toutes tailles.

Avec un fort accent sur le ROI, la société vise à fournir des solutions personnalisées adaptées aux besoins des entreprises pour leurs plans de montée en gamme et d'évolution.

L'entreprise a reçu une certification ISO 9001 : 2015, une certification ISO 9001 et une certification ISO 31000.

Prestations de service

- Service client
- Support back-office
- Assistance par chat
- Solutions BPO
- Soutien technique
- Assistants virtuels
- BPO
- Génération de leads
- Le marketing numérique
- Référencement

Technologie

- Conforme ADS (Auto Dialer System) qui remplace la numérotation manuelle.
- Portail de supervision des opérations qui permet à nos clients d'avoir un accès transparent en temps réel aux processus contractés.
- L'IA (Intelligence Artificielle) qui aide à l'optimisation des ressources humaines et augmente la qualité de service.
- Des protocoles avancés de sécurité de l'information qui protègent toutes les données confidentielles générées par l'opération.

TARGET PRICE
\$25,000,000

GROSS REVENUE
\$11,697,000

EBITDA
\$5,132,616

BUSINESS TYPE
Centre d'appels

FF&E
2250000

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

SUPPORT & TRAINING
12 Mois

COUNTRY
États-Unis

BUSINESS ID
L#20230489

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