

Centre d'appel opérationnel entièrement virtuel Société BPO





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Cette société d'externalisation des processus d'affaires (BPO) 100 % virtuelle est spécialisée dans la fourniture de services d'assistants virtuels de haute qualité aux entreprises de divers secteurs d'activité. Avec une équipe de professionnels expérimentés et dévoués, l'entreprise propose des solutions innovantes et personnalisées qui améliorent l'efficacité opérationnelle, réduisent les coûts et soutiennent la croissance de l'entreprise. Dotée d'une structure légère et flexible, l'entreprise se concentre sur l'obtention de résultats exceptionnels grâce à son modèle de main-d'œuvre entièrement virtuelle.

Ce qui distingue cette entreprise dans le secteur des assistants virtuels, c'est son modèle de main-d'œuvre entièrement virtuelle, qui lui permet de fournir des solutions rentables et évolutives adaptées aux besoins uniques de ses clients dans le monde entier. Au moins 50 % de ses activités sont liées au téléphone, une part importante étant consacrée aux ventes et à l'assistance aux clients. La société est gérée par une petite équipe de direction qui entretient des relations directes avec les principaux clients, garantissant ainsi un service personnalisé et une attention particulière aux détails. Le centre administratif est situé à Arlington, dans le Tennessee, et supervise les opérations.

Forte de son engagement en faveur de la flexibilité, de l'innovation et de l'excellence opérationnelle, l'entreprise répond en permanence aux besoins évolutifs de ses clients, en leur proposant des solutions d'assistance virtuelle fiables et de grande qualité. Elle est bien positionnée pour une croissance soutenue et un succès sur le marché de l'externalisation virtuelle.

Industries

Services professionnels, petites et moyennes entreprises (PME), commerce électronique, immobilier, technologie

Services

- Services d'assistants virtuels
- Service à la clientèle et assistance
- Opérations de back-office
- Aide à la vente
- Engagement omni-canal (voix, chat, courriel)

Géographie

L'entreprise, dont le siège social se trouve aux États-Unis et dont les VA sont situés aux Philippines, opère de manière entièrement virtuelle, ce qui lui permet de fournir des services à des clients du monde entier sans les contraintes liées à l'emplacement physique des bureaux.

Effectifs

Assistants virtuels : 84

Recettes

2023 : 1,3 million de dollars

2024 : 1,3 million de dollars

GROSS REVENUE

\$ 1,300,000

BUSINESS TYPE

Centre d'appel

COUNTRY

États-Unis

BUSINESS ID

L#20250861

Prévisions de recettes
2025 : 1,3 million de dollars

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