



We support your business performance
and customer satisfaction



Contact Center International - F.Z.C.

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We become the center for all your communication



Contact Center Services

Marketing

- Market Analysis
- Marketing Support
- Qualifying Addresses
- Direct Marketing Support / Follow-up call
- Integrated Campaigns

Sales

- Lead Generation and Qualification
- Setting-up Appointments / Field Service Support
- Invitations to Trade Fairs / Seminars and Follow-up
- Introduction and Product Sales
- Up-sell / Cross-sell
- Customer Acquisition and Recovery
- After-sales Service / Customer Retention / Repeat Sales
- Customer Satisfaction Surveys

Support & Customer Care

- Technical Support
- Customer Care

We connect you with your customers

Our organization is an international Contact Center helping you to drive marketing, sales and customer service performance.

Our main objective is to support your business performance and customer satisfaction through our efficient high end quality contact services with a unique set of advanced interaction insight and information processing capabilities.

Experience counts and we have 10 years of it. Our expertise covers many sectors on today's market. We excel in telecommunication, banks, retail, IT and much more.

We utilise our High tech infrastructure capabilities. We also cover intelligent routing, front-end processing, interaction insight discovery and optimization. Communication is about information and customer experience that drives all important decisions and future intentions.

By combining our state of the art interaction insight techniques with high quality contact centre operations plus experienced personnel we are well positioned to help you understand your customers better and act in a way that will improve your business performance while meeting your customer's needs.



Infrastructure Services

- Intelligent IVR
- Interaction Processing Services
- Front-end Services
- Information Insight & Reporting Services



On-Demand Services

- Renting Agents to your Company
- Data Quality Management
- Call Centre Consulting
- Competitive Intelligent Services
- Custom IS/ICT Services

We utilize the maximum information from your data