

# Business Call Center BPO USA



**MERGERSCORP**

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Questo fornitore di BPO vincitore di premi Top Rated è un'azienda che si dedica ai servizi telefonici dal 2017.

L'azienda possiede call center in Messico, in California e in Florida per essere in grado di soddisfare i grandi contratti che richiedono contratti e offerte governative con sede negli Stati Uniti, rendendo possibile la fornitura di servizi di call center di alto livello ad aziende di tutte le dimensioni.

Con una forte attenzione al ROI, l'azienda mira a fornire soluzioni personalizzate e adatte alle esigenze delle aziende per i loro piani di crescita ed evoluzione.

L'azienda ha ricevuto la certificazione ISO 9001: 2015, la certificazione ISO 9001 e la certificazione ISO 31000.

### Servizi

- Assistenza clienti
- Supporto per il back office
- Assistenza via chat
- Soluzioni BPO
- Assistenza tecnica
- Assistenti virtuali
- BPO
- Generazione di lead
- Marketing digitale
- SEO

### Tecnologia

- Sistema ADS (Auto Dialer System) conforme che sostituisce la composizione manuale.
- Portale di supervisione delle operazioni che consente ai nostri clienti di avere un accesso trasparente e in tempo reale ai processi contrattati.
- AI (Intelligenza Artificiale) che contribuisce all'ottimizzazione delle risorse umane e aumenta la qualità del servizio.
- Protocolli avanzati di sicurezza informatica che proteggono tutti i dati confidenziali generati dall'operazione.

### TARGET PRICE

\$25,000,000

### 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 mesi

### REASON FOR SELLING

Pensionamento

### COUNTRY

Stati Uniti

### BUSINESS ID

L#20230489

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