Fornitore di servizi di contact center



PRINTED ON: *November 1, 2026, 12:43 AM (EST)* **PUBLISHED ON:** *April 23, 2025, 7:33 AM (EST)* **UPDATED ON:** *October 31, 2026, 11:43 PM (EST)*

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Fornitore di servizi di contact center

Un fornitore di servizi di contact center che opera in tutta l'UE è in vendita. L'azienda fornisce soluzioni complete per il servizio clienti che comprendono operazioni di contact center inbound, outbound e blended, con una forte attenzione ai servizi basati sulla voce. L'azienda mantiene elevati standard operativi con le certificazioni ISO 9001 e ISO/IEC 27001. La strategia di sviluppo commerciale dell'azienda si basa principalmente su referral e lead inbound, servendo 4 grandi clienti nei settori delle telecomunicazioni, dell'IT e dell'outsourcing. Le loro attività si concentrano esclusivamente sul lavoro legato alla telefonia, con caratteristiche degne di nota come 2 campagne ad alta remunerazione e un team di progetto specializzato composto da 30 agenti. Questa struttura operativa consente di mantenere un'elevata qualità del servizio e di soddisfare le diverse esigenze dei clienti nel loro mercato di riferimento.

Industrie servite:

Telecomunicazioni, tecnologia dell'informazione, outsourcing di processi aziendali

Servizi offerti:

- Servizio clienti in entrata
- Chiamate in uscita
- Operazioni di Contact Center miste
- Supporto vocale/chat
- Assistenza via e-mail
- Operazioni di back office

Geografia:

Due uffici nell'UE

Organico:

520 dipendenti

Ricavi:

$4,504,752.49

EBITDA:

$1,100,000.00

Previsione dei ricavi:

$7,700,000.00

TARGET PRICE
$ 7,700,000

GROSS REVENUE
$ 4,500,000

EBITDA
$ 1,100,000

BUSINESS TYPE
Call Center

COUNTRY
Slovacchia

BUSINESS ID
L#20250902

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