

Fornitore leader di call center BPO per i servizi di assistente virtuale





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Questa azienda è un fornitore leader di servizi di assistente virtuale, specializzato nel supporto amministrativo per clienti legali, medici, sanitari e dirigenti. Fondata nel 1997, opera interamente da remoto, utilizzando una forza lavoro completamente virtuale per fornire soluzioni efficienti e personalizzate. Con una forte attenzione alla conformità, alla sicurezza e al servizio personalizzato, l'azienda si è guadagnata una solida reputazione come partner di fiducia per i professionisti che cercano un'assistenza virtuale sicura e affidabile. Dedita ad adattarsi alle esigenze dei clienti, mantiene costantemente elevati standard di servizio ed eccellenza operativa.

La reputazione dell'azienda si basa sull'offerta di servizi di assistente virtuale di alto livello senza ricorrere a pubblicità a pagamento o a un team di vendita. Tutti i contatti sono generati organicamente attraverso il suo sito web, evidenziando la solida presenza online e la credibilità dell'azienda. Circa il 45% delle operazioni riguarda il telefono, mentre il resto si concentra sulla posta elettronica e sulle funzioni amministrative. L'azienda non si impegna in campagne di vendita, assicurando che le sue risorse siano completamente impegnate a fornire un supporto eccezionale ai suoi clienti.

La sicurezza e la conformità sono priorità fondamentali: tutte le operazioni vengono svolte utilizzando un software sicuro e conforme alla normativa HIPAA. I rapporti con i clienti sono gestiti personalmente dal team di leadership, garantendo un approccio diretto alla fornitura dei servizi. Con una chiara visione del futuro, l'azienda è pronta a crescere e si impegna ad ampliare la sua offerta e la sua base di clienti, mantenendo la sua dedizione alla qualità e all'innovazione.

Industrie servite:

Legale, medico, salute comportamentale, terapia di counseling, supporto esecutivo

Servizi offerti:

- Supporto amministrativo virtuale
- Comunicazione telefonica e via e-mail con i clienti
- Assistenza medica e legale conforme alle norme HIPAA
- Operazioni di back-office
- Servizi di supporto ai dirigenti

Geografia:

Operazioni completamente remote con indirizzo postale negli Stati Uniti.

Organico:

25 Assistenti Virtuali

Entrate:

2024 Entrate: \$450.083

Previsione delle entrate:

2025: 550.000 dollari

2026: \$700,000

BUSINESS TYPE

Call Center

COUNTRY

Stati Uniti

BUSINESS ID

L#20250859

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