

CUSTOMER

MULTILINGUAL CONTACT CENTER

COMPANY

BUSINESS PROCESS OUTSOURCING

TECHNOLOGIES

SERVICES

BACK OFFICE

FRONT OFFICE

BACK OFFICE

- Phone
- E-mail
- Internet
- Fax
- White Mail
- Smart Card
- iTV
- WAP / SMS

- CTI Altitude
- ACD
- CCS
- IVR Server
- Web Server
- Fax Server
- FTP Server
- Voice Register



- Market Research (CATI)
- Telesales
- Customer Service
- Customers Relations
- Loyalty Programmes
- Customer Assistance/ Claims Processing
- Order Booking and Registering
- Technical Support

- Fulfillment
- Document Scanning
- Archiving
- Courier Services
- Accounting, Payroll Services
- Document Management

- Finance
- Production
- Logistics
- Document Management
- HR

- Customer Service
- Sales
- Marketing