

コンタクトセンター・サ



MERGERSCORP

EU全域で事業を展開するコンタクトセンター・サービス・プロバイダーが売りに出されている。

同社は、インバウンド、アウトバウンド、ブレンド・コンタクトセンター・オペレーションを含む包括的なカスタマーサービス・ソリューションを提供しており、特に音声ベースのサービスに重点を置いている。同社はISO 9001およびISO/IEC 27001の認証を取得し、高い運用基準を維持している。

同社の事業開発戦略は主に紹介とインバウンドリードに依存しており、電気通信、IT、アウトソーシングの各分野の主要4社にサービスを提供している。

同社の業務は電話関連業務に特化しており、2つの高報酬キャンペーンや、30人の専門エージェントからなる混合プロジェクトチームなど、特筆すべき特徴がある。

このような運営体制により、ターゲット市場全体の多様な顧客ニーズに対応しながら、高いサービス品質を維持することができる。

対象業界

電気通信、情報技術、ビジネス・プロセス・アウトソーシング

提供するサービス

- インバウンド・カスタマー・サービス
- アウトバウンドコール
- コンタクトセンター・オペレーション
- 音声/チャットサポート
- メールサポート
- バックオフィス業務

ジオグラフィー

EUに2つのオフィス

人数

520人

収入：

\$4,504,752.49

EBITDA：

TARGET PRICE

\$ 7,700,000

GROSS REVENUE

\$ 4,500,000

EBITDA

\$ 1,100,000

BUSINESS TYPE

コールセンター

COUNTRY

スロバキア

BUSINESS ID

L#20250902

\$1,100,000.00

收入予測：

\$7,700,000.00

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