



UNITED CALL CENTERS

Your global strategic partner in any industry, platform, or language

United Call Centers is an international call center company founded in 1999. Our main profile is to provide multilingual contact center services with a strong sales focus, now in **more than 30 countries, in 50 supported, but virtually in any languages and dialects.**

Use United Call Centers' next-generation tools and automated sales solutions! Our systems are available at any time of the day, with 100% data security.



Our Mission is to provide every customer sustainable, global and compliant call center services via multilingual native speaking professionals worldwide.



Our Vision is to develop a customized, best in class service on demand with no boundaries.

OUR SERVICES



Customer Support



Sales



Technical Support



Emergency Services



THE DIGITAL AGENT

UCC Digital Agent is a brand new, game-changing, voice-based customer service solution, that integrates the most advanced IVR and IVA technologies.

UCC Digital Agent enables the automation of general customer support on multiple levels by using AI-based agents in **answering frequently asked questions, or handling seasonal peaks, providing maximum CX and a cost and resource-effective way of service at the same time.**

ZERO WAITING TIME

OPERATORS CAN BE REQUESTED ANYTIME

Listen to Digital Agent on call:



United Call Centers Digital Agent

This phone call was driven by the Digital Agent



BENEFITS ON BUSINESS

COST-EFFECTIVE

The system can **save up to 50% of human resources** in many industries.

01

02

7/24

The system is **always available** to customers, continuously creating value

CX IMPROVEMENT

Customer feedback is used to **refresh the Digital Agent's Knowledge Base** and improve it

03

04

ENHANCED AUTOMATION

Businesses can **enjoy a more streamlined workflow** thanks to Digital Agents.

CASE STUDY



BEFORE D.A. TECHNOLOGY

- 10 employees on the phone line
- massive seasonal peaks
- answering typically a large number of recurring questions / customer needs in certain areas
- high cost and high waiting times
- higher pressure on agents
- general issues reached 50%

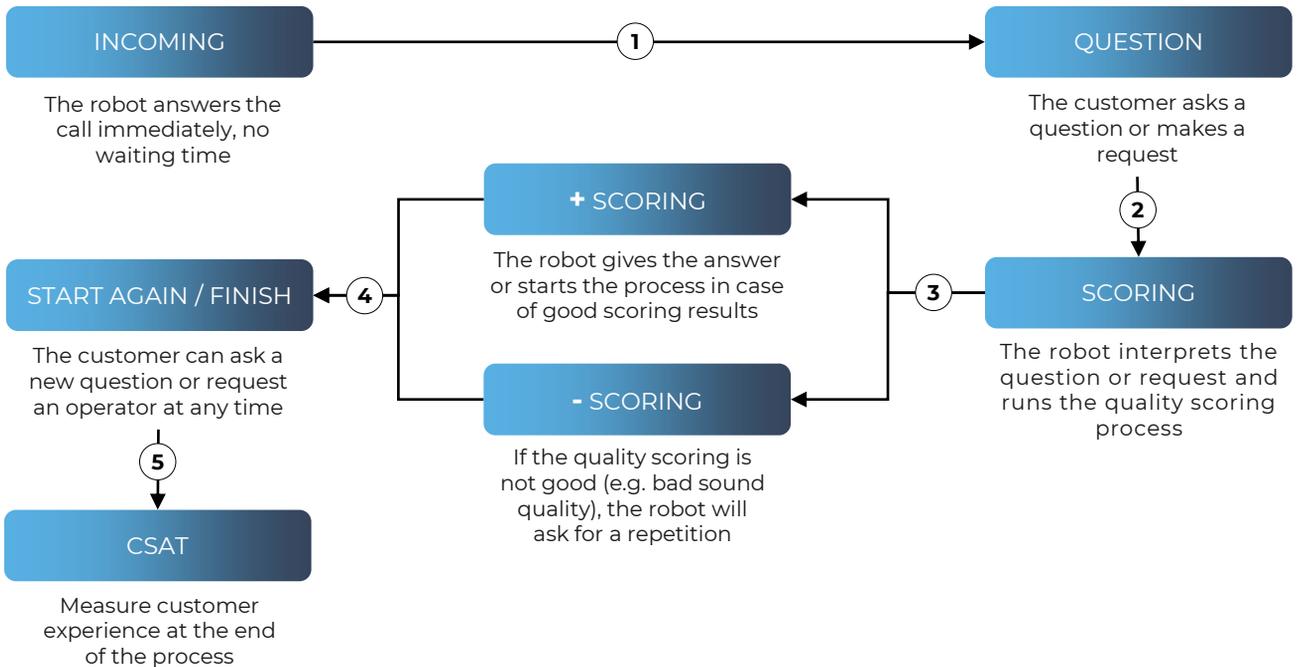


WITH D.A. TECHNOLOGY

- general issues fully automated
- waiting times reduced under 30 sec
- automated customer support in a significant percentage of cases
- 6 employees on the phone line
- CX increased more than 8%
- significant cost efficiency and profit growth through automation

DIGITAL AGENT IN ACTION | HOW IT WORKS?

The whole process takes **less than 0.5 seconds** | The customer **can request an operator at any time**



Partners for NEWGEN SOLUTIONS



UCC has been always keen to take the extra mile to understand the vision and mission of our partners to live and breathe in their products, services, and mindset to enable a partnership for life.

Delivering something that cannot be bought by money is in UCC's vein and that helps us ensure that the two most important treasures of our partners are safe and well taken care of.

These are their brand and their customers.

#weareucc #morethanbusiness



UNITED CALL CENTERS

Your digital and innovative partner in supporting your growth worldwide

www.unitedcallcenters.eu

sales@unitedcallcenters.hu

UK: +44 (20) 80890904 **US:** +1 (650) 304-0008

