



Food & Beverages

Case Study

Description & tasks

B2C customer support & complaint line for all product ranges of our partner, who is a major global FMCG food producer.

We handle inbound calls over the phone, answering FAQs, handling complaints, e.g. regarding defective products, contents, health effects, tech support for using coffee maker products, etc.



Segment

B2C



Services

Customer Service



Headcount

4 agents



Languages

English, Hungarian



Quality check

98%

Achievements

11% NPS value increase

900 calls handled/month

Our team can handle diverse, ad-hoc inquiries from customers, from payments to how to use products, contents, and repair, and they have excellent soft skills to de-escalate any complaints.

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United Call Centers

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