



Oil & Gas

Case Study

Description & tasks

We support one of the largest companies in the oil industry with comprehensive call center services supporting multiple divisions.

We work with the following departments: Order To Cash (OTC), Services On The Road (SOTR), Customer Services, Sales & Marketing, Retain Services.

Our tasks include database cleansing, database validation, telesurveys, document handling via Sharepoint, Contract & Deal Management.



Segment

B2B



Database

2500 leads



Services

Inbound & outbound sales



Headcount

19 agents



Languages

Romanian, Italian

Achievements

Supporting **company globalization**

Increased the number of active users **from 25 to 300**

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United Call Centers

 www.unitedcallcenters.eu