



Telecommunication

Case Study

Description & tasks

For more than 10 years, we have been partnering with one of the largest mobile carrier & telecommunication companies. We have developed proprietary, virtually error-free sales solutions that result in over 150.000 annual sales with only 1 complaint per 5000 transactions meaning that we provide 99.9998% error-free services.

We handle the complete B2C and B2B processes for Soho, SME, Consumer & Fleet Customers, Portfolio management, Pre-to-Post & acquisition services for our partner.



Segment

B2B & B2C



Database

75 000 call/month



Services

Retention,
acquisition, upsell,
cross-sell



Headcount

100 agents



Languages

Hungarian



Quality check

99%

Achievements

Quality Assurance: **99%**

120.000 Sales

Since 2011

We have our own in-house soft skills & sales training department called United Standards of Excellence (USE) which develop our agents via proprietary solutions to maximize effectiveness.

sales@unitedcallcenters.hu

+ 36 1 999 9615

+44 (20) 80890904



United Call Centers

www.unitedcallcenters.eu