

# 컨택 센터 서비스 제공업체





EU 전역에서 운영되는 컨택 센터 서비스 제공업체가 매물로 나와 있습니다. 이 회사는 음성 기반 서비스에 중점을 두고 인바운드, 아웃바운드 및 혼합 컨택 센터 운영을 포함한 종합적인 고객 서비스 솔루션을 제공합니다. ISO 9001 및 ISO/IEC 27001 인증을 통해 높은 운영 표준을 유지하고 있습니다. 이 회사의 비즈니스 개발 전략은 주로 추천과 인바운드 리드에 의존하며 통신, IT 및 아웃소싱 부문의 4대 주요 고객에게 서비스를 제공하고 있습니다. 전화 관련 업무에만 집중하고 있으며, 2개의 고보상 캠페인과 30명의 전문 에이전트가 혼합된 프로젝트 팀을 운영합니다. 이러한 운영 구조를 통해 높은 서비스 품질을 유지하면서 목표 시장 전반의 다양한 고객 요구를 충족할 수 있습니다.

서비스 대상 산업:

통신, 정보 기술, 비즈니스 프로세스 아웃소싱

제공되는 서비스:

- 인바운드 고객 서비스
- 아웃바운드 통화
- 혼합형 컨택 센터 운영
- 음성/채팅 지원
- 이메일 지원
- 백오피스 운영

지리:

EU 내 2개 사무소

인원수:

직원 520명

수익:

\$4,504,752.49

EBITDA:

\$1,100,000.00

수익 예측:

\$7,700,000.00

#### TARGET PRICE

\$ 7,700,000

#### GROSS REVENUE

\$ 4,500,000

#### EBITDA

\$ 1,100,000

#### BUSINESS TYPE

콜 센터

#### COUNTRY

슬로바키아

#### BUSINESS ID

L#20250902

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