



Description & tasks

We support a major Hungarian healthcare centre with a wide range of services related to health and well-being, including, but not limited to cardiology, pulmonology, endocrinology, allergology, diagnostics, and occupational healthcare, at the highest level.

We are responsible for taking overflowing inbound calls, pre-screening and answering FAQs.

Achievements

Managing a total of around 150,000 contacts during the campaign as part of a hybrid system using both outsourced and in-house customer service, with a quality check rate of 98% in a field requiring highly accurate administration

Continuous, high-quality service as a premium healthcare field service partner, with a call volume difference of more than 250% between peak and off-peak periods.



Segment

B2C



Services

Customer Service



Headcount

17



Languages

Hungarian



Quality check

98%

Significant relief for the client's customer service department in terms of repetitive administrative tasks

Native call center service in several languages in a sector requiring specialized technical vocabulary