



Description & task

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