



EV Charging Sector

Case Study



Description & tasks

Digitalized services - chat, email, and emergency callback for P1 cases, Customer and Technical support, Integration of UCC's chatbot and automated translation services, Shipment & logistics tracking, delivery and replacement of charging keys and fobles.

Our team provides Software as a Service (SaaS) support, L1, L2 Tech Support, automated Translation services via ZenDesk, Blended services (dedicated + shared agents), B2B Sales.



Segment

B2B & B2C



Services

Technical Customer Support



Headcount

24 agents



Languages

FR, EN, NL, DE, ES, NO, IT

Achievements

Full implementation of multilingual contact center services for a client with no experience in BPO in less than 3 months, with **full organization** of the associated processes and technology infrastructure and innovative, 24/7/365 customer service solutions.

The number of language areas covered by the service increased **from 4 to 7** in one year

B2B contact outsourcing in addition to B2C within a few months of launching the cooperation

Rapid expansion of the scope of activities with call back request services, SaaS - Software as a Service - support, B2B sales areas

98% quality check results in non-voice customer support based on chatbot/live chat hybrid solution

Up-to-date experience in retail and business in a fast-growing sector with potential for further growth and development

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