



Travel & Hospitality

Case Study

Description & tasks

Our expert team can help with Client & Ground staff support, reservation/booking management, customer service, inbound & outbound calls, admin tasks, working with multiple vendors or providers.

Channels - phone, chat, email, SLA: 90/30, training: 1 months customer specific training + 3 months on-the-job shadowing.



Segment

B2B & B2C



Services

Customer Support



Headcount

10 agents



Languages

English, German,
Spanish, French,
Hungarian



Quality check

94%

Achievements

Support for **six airlines**

150.000 calls handled / year

We are working with multitasking experts who can handle multiple processes at the same time, which increases their utilisation, without compromising quality.

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United Call Centers

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