

We align our goals and your goals to improve your clients experience.

Since 1999, we have been working to be a leader in the contact center sector. We orientate towards the **multichannel and comprehensive management** of the clients in all of their life-cycle.

We accompany our clients in the relation with their clients, from the beginning to the end: recruitment, attention, loyalty and retention.

Here are some of the services we offer:

- Telephone sales /sales support
- Advertising campaigns
- Schedule of commercial appointments
- Prospect management lead generation
- Analysis and definition of management/digital means/ social network models
- Satisfaction surveys
- Multilingual and multichanneling customer service
- Loyalty programs
- Tech support center
- Incidence management
- Client retention campaigns
- Collection campaigns



We count with our own contact center technology as a value added alternative. We rely on the last technological advances the market offers in order to improve our clients' operations.



**We control the quality** of the activities our contact center carries out, from the schedule surveillance, the call monetization (Workforce Management and Quality Monitoring tools), to the daily and monthly meetings to propose improvements.

A control panel and a relation model validated with our clients gives transparency and proximity to all of our operations.

We are completely **flexible** and we adapt to any need that our client may have, adjusting to its deadlines.



*“With Unisono, I was able to mix my external contact center services with my in-house services to optimize our resources while maintaining focus on our customer delivery, satisfaction and loyalty. My externalized services remained as close to our operations as the in-house services without a lot of the inconveniences.”*

*Business Customer Services Director, large Telecoms Company*

