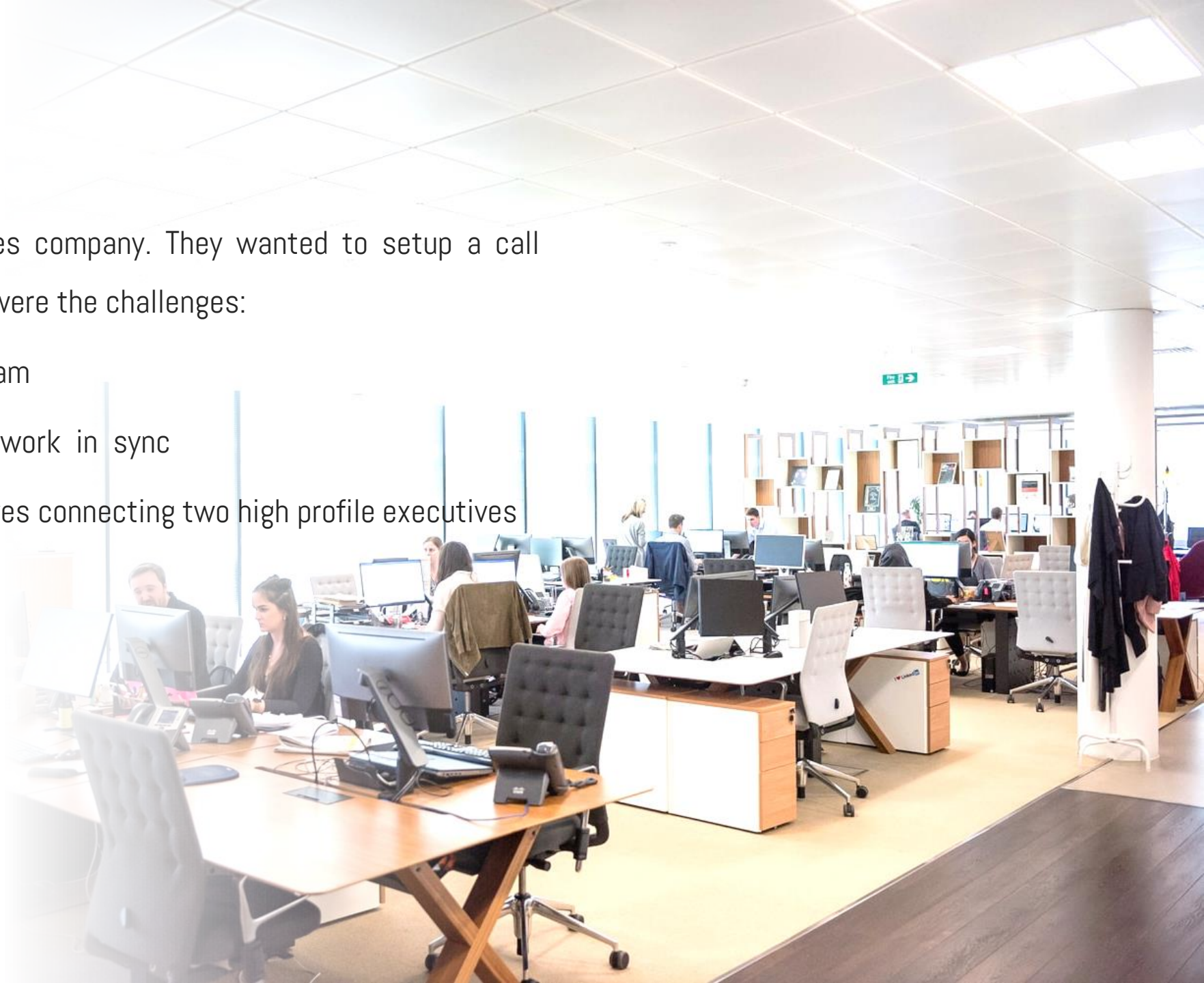




**Call Center Setup for Inside sales services**

# About Client

- The client is a global inside sales company. They wanted to setup a call center for lead generation. Below were the challenges:
- Setting up a remote call center team
- Setting up systems and dialers to work in sync
- Improve quality as the work involves connecting two high profile executives







## Solution Offered

- ITCube create a remote call center team and provided below services:
- B2B Call center services for improving sales output
- Started with 5 people and grew to 80 people
- Provided call center services in English, German, French and Portuguese languages



## Benefits

Following were the benefits delivered to the client:

- Cost Benefit
- All different language speaking team at one place
- Leverage Skills & benefit from ITCube's proven business practices
- Quality call transfers because of the Six Sigma quality practices followed .





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