



UZTELECOM

**«CONTACT CENTER» BRANCH
COMMERICAL APPLICATION!**



ABOUT COMPANY



Uzbektelecom Joint Stock Company is the largest telecommunications operator in Uzbekistan, which covers the entire territory of the Republic of Uzbekistan with its network.

Uzbektelecom JSC is an unconditional leader in the market of telecommunication services for consumers, including government agencies, departments and organizations, as well as legal entities and individuals.

Using its telecommunications network built on the basis of modern technologies, the Company provides services:



Services of international telecom operators



Mobile communication services



Data transmission network services (Internet)



Call Center Services



Software development (CRM systems, etc.)



DATA Center services (cloud technology services)



Channel rentals to operators and providers



Services of billing systems



Videoconferencing and IPTV services



Fixed-line telephone services

more than 130 more services



ABOUT CALL-CENTER

The call center provides services that reduce the financial costs of maintaining staff, as well as save on the costs of renting premises for staff, purchasing office equipment and furniture;

SERVICES



OUTSOURCING

- Outbound and inbound calls;
- IVR system implementation and voice menu recording;
- Handling lost Calls;



AUTO-CALL

- Providing information for a short period of time;
- Reminder of the date and time of the visit or delivery, notification of the order status;



TELEMARKETING

- Sales by phone;
- Identifying customer needs;
- Informing potential customers;



QUESTIONNAIRE SURVEY

- Market research and analysis;
- Finding out the level of customer satisfaction;
- Expanding the target audience;



ONLINE CONSULTANT

- Conversation with the preservation of previous correspondence;
- Monitoring the work of operators;
- Analytical data and reports;



ABOUT CALL-CENTER

Most companies use call centers to communicate with their customers, to organize and support the sales processes of products and services, to organize after-sales service, "first line" technical support.

ADDITIONAL SERVICES



MARKETING RESEARCH

- Give a description for the market;
- Evaluate the involvement in the purchase;
- Evaluate the attitude and demand for a new product;



VIRTUAL OFFICE

- Sales by phone;
- Identifying customer needs;
- Informing potential customers;

WHAT DO YOU GET BY COOPERATING WITH US?

- Quick launch of the service;
- Fast problem solving with great accuracy;
- Best service and guarantees;
- Privacy;
- Personal manager for project communication;
- Creating scripts;
- Handling of the calls day and night 24/7 in Russian, Uzbek and English;
- Hotline;
- Helpline;
- Telephone interview;
- Computer literacy of operators at the level of an experienced user; allocation of the required number of operators based on the load on the call center;
- Development of a multi-level IVR menu to solve issues without operator involvement;
- Reporting in accordance with customer requirements;
- Prompt response to problems or customer requests;
- Monitoring of all calls for continuous improvement of the quality of services provided;
- Recording of all the necessary call data for the customer (complaints, questions, suggestions, topic of conversation, etc.);
- Reporting system for monitoring the work of operators;
- 24/7 technical support;
- A softphone with the ability to make and receive calls, switch customers to external and internal services;
- The ability to distribute the load according to the level of qualification of operators;
- Fault tolerance of systems;
- Availability of infrastructure for conducting training webinars, trainings and meetings;



CALL CENTER FEATURES



MORE THAN 10 YEARS

the leader in the market of Uzbekistan in the provision of services

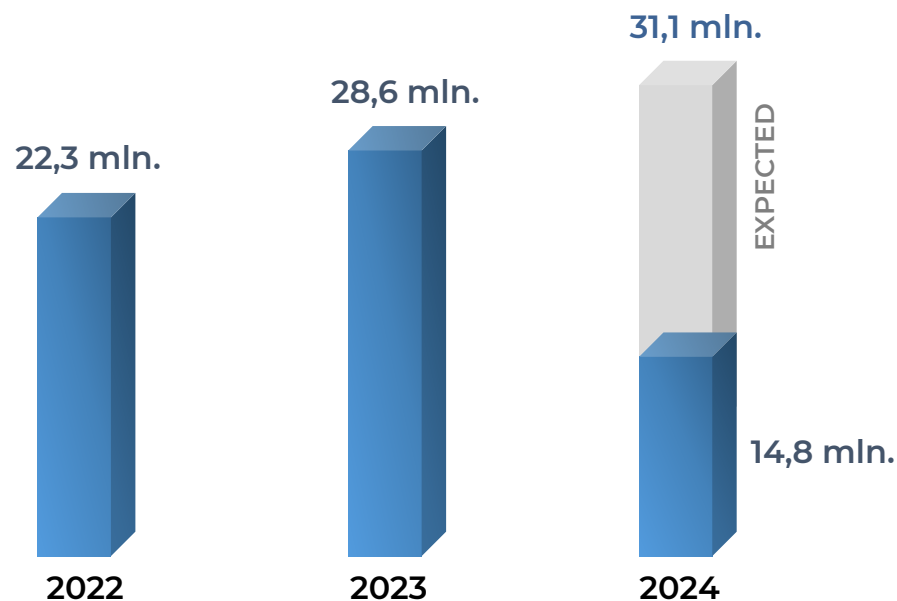


+1000
qualified employees in a regular unit



WORK TIME

RECEIVED CALLS IN RECENT YEARS



SOFTWARE



LANGUAGE PROFICIENCY BY OPERATORS



UZBEK LANGUAGE
90 %



RUSSIAN LANGUAGE
75 %



ENGLISH LANGUAGE
40 %



TURKISH LANGUAGE
15 %



CALL CENTER INFORMATION

INTERNATIONAL PARTNERS



INTERNATIONAL CONSULTANTS



CERTIFICATES AND LICENSES



CONTACT US



100020, Tashkent, Bog' street 20.



@utc_outsource



(+998) 99 111 15 55



b2b@uztelecom.uz



www.uztelecom.uz

FULL RANGE OF OUTSOURCING SERVICES (REMOTE SUPPORT) FOR YOUR BUSINESS

As part of the service, you receive:



Personal manager



Operators with knowledge of Russian, Uzbek and English languages



IVR system and voice menu recording



A dedicated number and as many lines as you need for a convenient business



Automatic processing of missed calls



Assessment of the quality of operators' work according to the control sheet and the KPI system



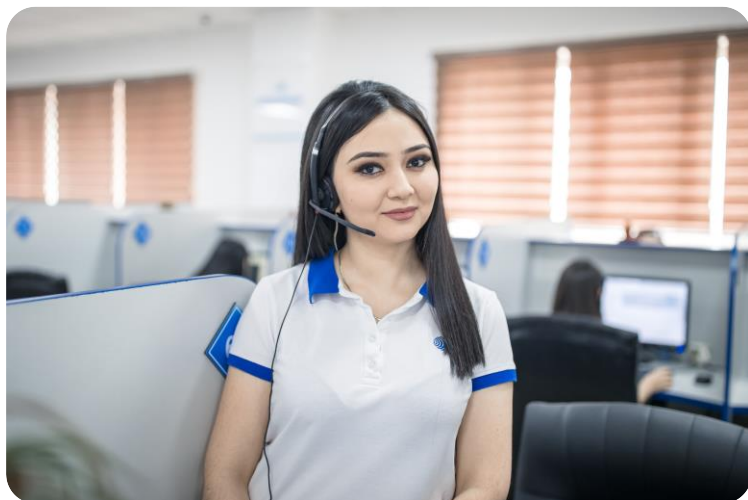
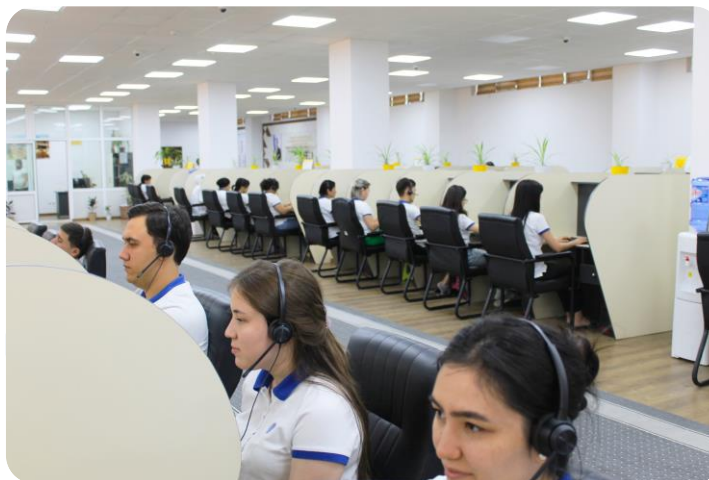
Possibility of trainings together with specialists



100 % data privacy



OUR TEAM





OUR CLIENTS

GOVERNMENT ORGANIZATIONS

MiTC



MINISTRY OF TRANSPORT
REPUBLIC OF UZBEKISTAN



UZIMEI
Система регистрации IMEI-кодов
мобильных устройств

ACKA



Ministry of Tourism and Cultural heritage
of the Republic of Uzbekistan



my.gov.uz



**YOUTH AFFAIRS
AGENCY**

TBM

PRIVATE ENTERPRISES



**GUBKIN
UNIVERSITY**



**TENGE
BANK**



MURAD BUILDINGS



nestone



ORIENT FINANS BANK

APEX

INSURANCE
COMPANY



XalqBanki

NOVEY



UZTELECOM

**WE HOPE FOR MUTUALLY BENEFICIAL
COOPERATION!**