

Unit Contact-Centre



Our expertise lies in turning each and every incoming and outgoing telephone call into a targeted, effective and lasting personal customer contact.»



We work with tried and tested call-centre and telemarketing agents with long-standing experience in inbound and outbound projects as well as business-to-business and business-to-private activities. We support you in all areas of telephone contact in every phase of customer relations.

From effective telemarketing to a competent telephone order service or a diverse domicile service, we offer need-driven, customised solutions for campaigns, peak periods or as outsourcing. You have ongoing access to a flexible, effective, multilingual, person-to-person service.

Telemarketing

Are you planning to acquire new customers and to expand your customer care? Are you looking for a flexible partner for customer contacts? We offer telemarketing as an efficient, rapid and effective communication tool at a fraction of the cost of a conventional sales force. We are happy to design an individual solution for you.

- Appointments
- Following up mailings and quotes
- New customer acquisition
- Product launch
- Customer care
- Clarification of requirements and potential analyses
- Direct selling of products and services
- Reactivation of B-/C-customers
- Customer satisfaction and market analyses
- Follow-up after trade fairs
- Up-/cross-selling for existing customers
- etc ...

Telephone Message Service

Do you want your telephone to be always answered personally? Do you need an order service that is available 24/7? We personally answer all incoming calls. A competent, multilingual operator answers the call with your company name, provides reliable information in line with your instructions and records all the details of the call. Our telephone message service is available to you during absences, peak periods or for campaigns.

- Receiving responses from advertising, poster, radio and TV campaigns
- Infolines
- Order services
- Customer care, support hotlines
- Response processing by telephone, fax, e-mail
- SMS/e-mail/fax/pager transfers

Domicile Service

Would you like to have a professional presence on the market but without needing the full infrastructure? Would you like to use specific office administration tasks? The domicile service is ideally suited to events such as the opening of a new branch, a representative office, an agency or a subsidiary or as a permanent strategic base in Switzerland. We are on hand to support you with our first-class service.

- Address use
- Forwarding of all incoming mail
- Telephone order service
- Round-the-clock voicemail



Unit CRM-Center



Unit Contact-Center



Unit Logistic-Center



Unit Engineering-Center

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