



**GERMAN QUALITY  
MADE IN VIETNAM**

# CONTACT CENTER

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## ◆ PACKAGE

### DIGI-TALK



- > Data Generating
- > Lead Generation
- > Marketing Campaign
- > Up-Selling & Cross-Selling

### DIGI-CARE



- > Market Research
- > Customer Satisfaction Analysis
- > Customer Relationship Management
- > Loyalty Program Management

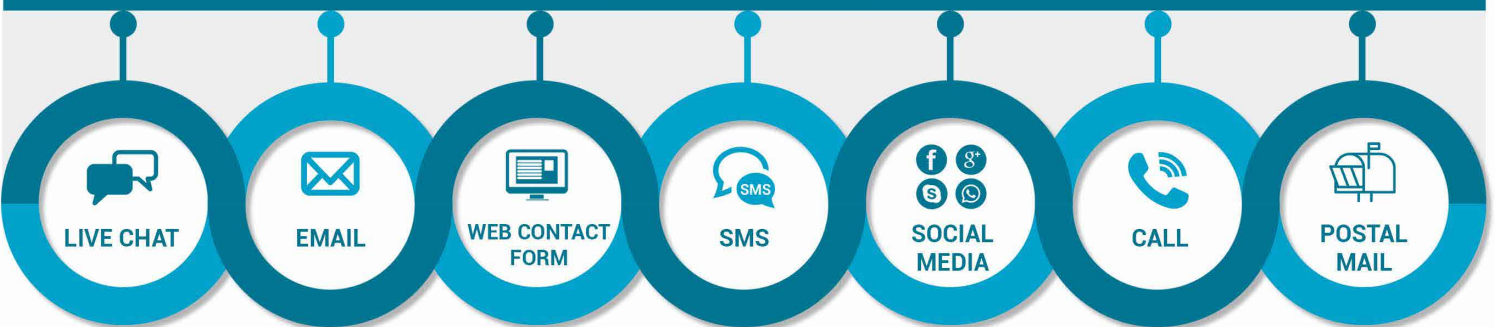
### DIGI-SUPPORT



- > Billing Enquiry
- > Billing Reminder
- > Dealer Locator
- > Directory Assistance
- > Request & Complaint Handling
- > Technical Support and Help Desk Service
- > Conference & Event Registration
- > Appointment, Reservation & Booking
- > Call Overflow & After Office Hour Support
- > Order Taking and Order Processing
- > Toll Free Service

## ◆ WE WORK THROUGH

### OMNI CHANNEL



## ◆ HIGHLIGHTS

Advanced Contact Center Software.

24/7/365 Operation.

Languages: Vietnamese, Chinese, Japanese, English, German, French, and Others.