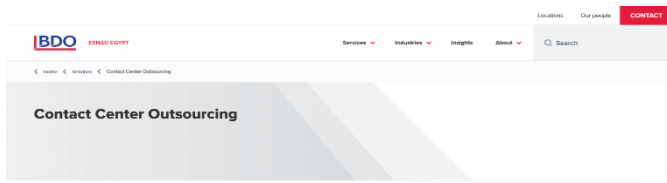


Current Website



Contact Center Outsourcing

Contact Center Outsourcing in BDO Esnad

BDO Esnad provides top notch contact center outsourcing services that is delivered by a highly experienced and skilled teams and executives. The expertise that BDO Esnad demonstrates in providing its contact center services, constitutes all the main pillars and foundation of outstanding contact centers, those pillars are:

- ▶ Customized process mapping and work flow of all customer service transactions.
- ▶ Customer service representatives and team leaders' selection & recruitment and profile benchmarking with our clients.
- ▶ Quality management, monitoring and continuous calibration.
- ▶ Contact center specialized training and product knowledge training.
- ▶ workforce management.
- ▶ Operations and performance management.
- ▶ CRM customization and reporting.
- ▶ Technology setup and technical requirements.
- ▶ Professional project management

BDO Esnad implemented Cisco UCCE, which is the top niche market enterprise Contact Center solution. The Cisco system supports the Omni channel which enables businesses to provide their clients with professional, up to date and consistent customer experience. This is achieved through setting up all the digital channels to your contact center.

The Omni Channel enables the contact center having One system, one screen and equipping same agent to accept communications from all channels Voice & Non-Voice without toggling applications.



It is worth noting that BDO Esnad pursues the consultative approach with its clients while establishing their contact centers, whereby the flexibility of customizing all the solutions and processes according to clear scope of work is in place and the professional team leads the client through the whole process step by step to ensure professional setup and smooth outsourcing of operations which is managed by worldwides standards and guidelines as BDO Esnad is certified with:

- ▶ ISO 27001 for Information Security
- ▶ COPC Customer Operations Performance Center, BDO Esnad follows all COPC guidelines and standards for contact center operations and internal audits are conducted monthly to ensure applying the standards.
- ▶ ISO 9000-2001

BDO Esnad success trilogy is "People", "Process", and "Technology".

BDO Esnad has the resources, the technology and the operational expertise that allows it to offer its clients a full spectrum of multilingual Contact Center solutions and services, targeted to meet the needs of organizations aiming at providing their end customers with exceptional customer service and experience.

Our Contact Center services include:



Passant Hassan
Head of Business Development & Marketing
[View Bio](#)

Human Resources Outsourcing

Human resources outsourcing offers all major human resources tasks to an external supplier allowing the customer to provision to payroll, personnel and social insurance faster than ever through validating a group of skilled professionals. By outsourcing these time consuming activities, you staff will be granted higher focus on more creative and productive work. An increasing number of business owners and executive managers are also shifting towards human resource outsourcing to ensure confidentiality of their data, which does not remain on each other hand in a house.

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Finance & Accounting Outsourcing

Regardless the size of the business, the finance and accounting function is one of the most critical function that ensures streamlined operations. Outsourcing with one of the leading outsourcing companies in Egypt helps companies to create a centralized and value added F&A processes along with engaging an on-site cost efficient procedures from transaction level up to financial analysis and reporting. Outsourcing accounting and finance with one of the top accounting firms offers high efficiency that boosts the business performance.

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Information Technology Outsourcing

Information technology is a dynamic function within the organization. The technology is always advancing and the pace of change is extremely high. By outsourcing the function you guarantee that you cope with each fast pace and ensure that you have access to the latest trends in technology which ensures business stability and operational consistency.

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People helping people.

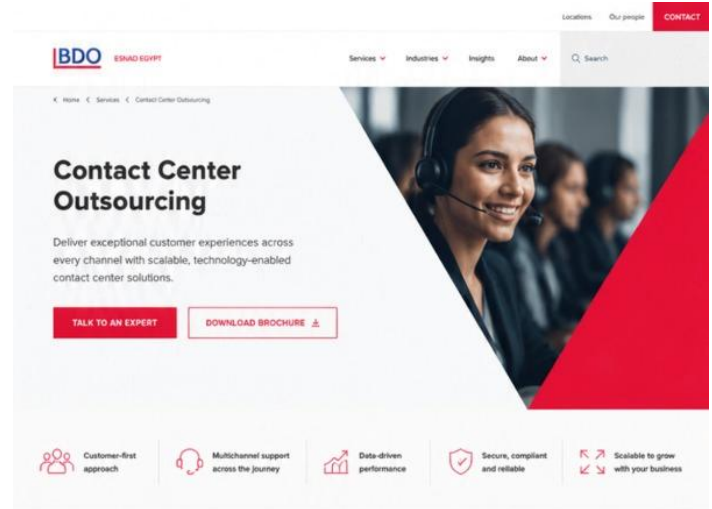
At BDO, we believe in a regional-based service begins with building successful relationships.



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[ACCEPT ALL COOKIES](#) [ACCEPT ONLY ESSENTIAL COOKIES](#)

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End-to-end Contact Center Solutions

From strategy and set-up to ongoing operations and optimization, we manage every aspect of your customer interactions so you can focus on your core business.

[OUR SERVICES](#)



Inbound Support

Handle customer inquiries, requests and complaints with speed and empathy.



Outbound Services

Drive growth through proactive outreach, lead generation and customer engagement.



Omnichannel Experience

Seamless support across phone, email, chat, WhatsApp, social media and more.



Quality & Analytics

Continuous monitoring, insights and improvements that enhance performance.

Why outsource your contact center with BDO Esnad?



Cost Efficiency

Reduce operational costs with a flexible, pay-for-performance model.



Focus on Core Business

We handle your customer interactions so you can focus on growth.



Experienced Teams

Skilled, trained and culture-aligned agents deliver better outcomes.



Advanced Technology

Modern tools and AI-driven solutions that improve productivity and CX.

3,000+

Trained Professionals

15+

Years of Experience

20+

Industries Served

24/7

Global Support

99%

Customer Satisfaction

Quality. Security. Global Standards.

We follow international best practices and industry standards to ensure secure, compliant and reliable operations.



ISO 27001

Information Security Management



COPC

Customer Operations Performance Standards



ISO 9001:2015

Quality Management Systems

Industries we serve



Healthcare



Retail & E-commerce



Banking & Financial Services



Travel & Hospitality

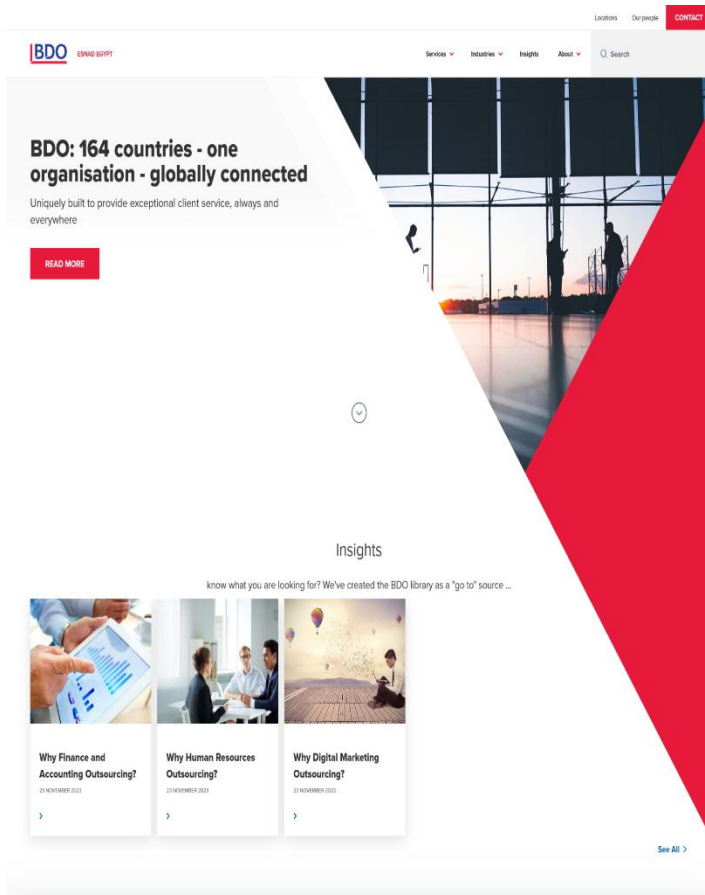
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Ready to elevate your customer experience?

Let's build a contact center solution that works for your business.

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