



Description & Tasks

Our expert team can help with Client & Ground staff support, reservation/booking management, customer service, inbound & outbound calls, admin tasks, working with multiple vendors or providers

Channels - phone, chat, email, SLA: 90/30, training: 1 months customer specific training + 3 months on-the-job.



Segment

B2C & B2B



Services

Customer Support



Headcount

10



Languages

English, German, Spanish, French, Hungarian



Quality check

94%

Achievements

Support for six airlines.

150.000 calls handled / year