

## COMPETENCE CALL CENTER.

OUR COMPETENCE. OUR PROMISE.

COMPETENCE CALL CENTER IS ONE OF EUROPE'S LEADING CALL CENTERS.

AT **8 LOCATIONS** IN **6 COUNTRIES** MORE THAN **2000 SERVICE PROFESSIONALS** PROVIDE TOP QUALITY INTERNATIONAL CALL CENTER SERVICES. CCC IS A **FINANCIALLY STRONG, RAPIDLY EXPANDING COMPANY** WITH A CLEAR FOCUS ON QUALITY.

### CCC BESTSHORING.

CCC BESTSHORING IS YOUR INDIVIDUAL CUSTOMER-VALUE-ORIENTATED MULTI-LOCATION CALL CENTER SOLUTION, ENSURING MAINTAINING SERVICE QUALITY AND OPTIMIZED COSTS. BENEFIT FROM THE EXTENSIVE EXPERIENCE OF THE AWARDED **TOP OUTSOURCER IN EMEA** CURRENTLY SUPPORTING NUMEROUS INTERNATIONAL COMPANIES IN **18 DIFFERENT LANGUAGES** FROM OUR LOCATIONS IN BERLIN, BRATISLAVA, BUCHAREST, ISTANBUL, LEIPZIG, LINZ, VIENNA AND ZURICH.

### COMPETENCE IS OUR PROMISE.

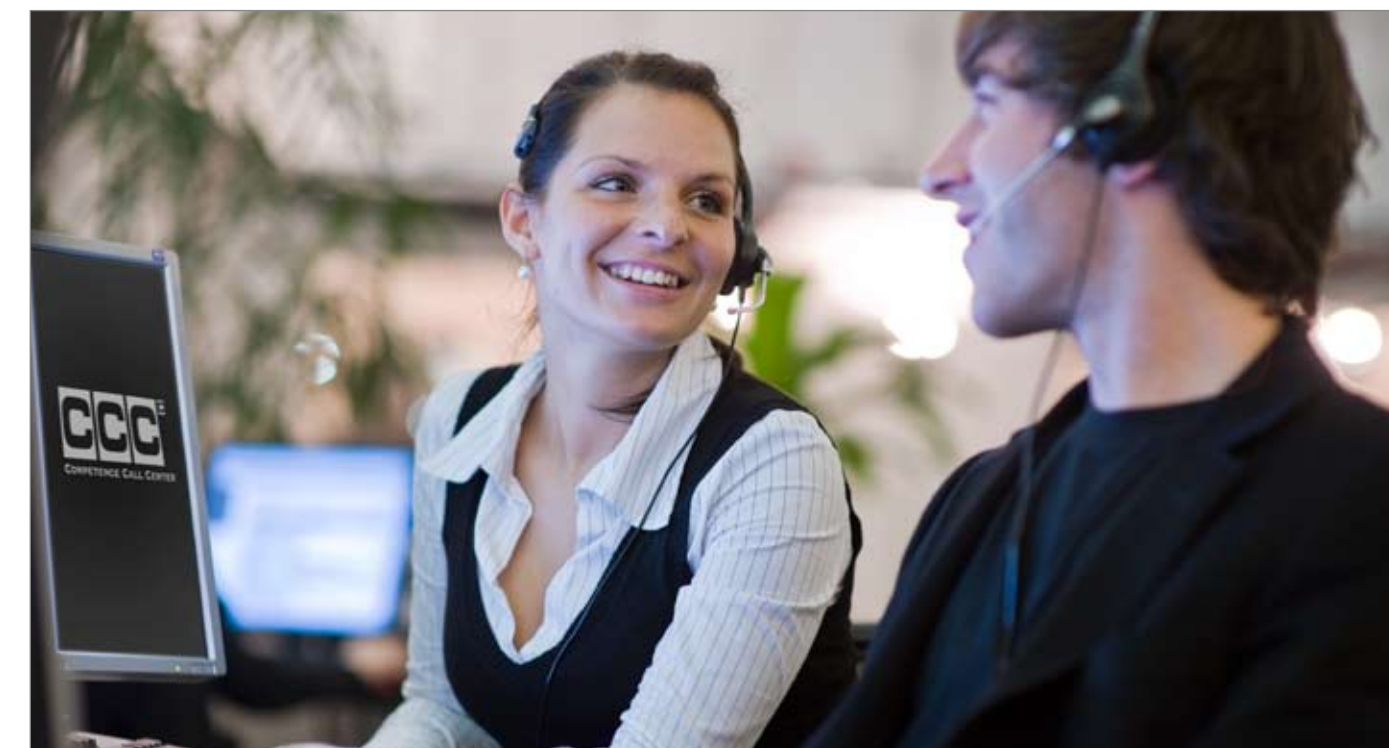
11 YEARS OF CALL CENTER EXPERTISE AND **21 INTERNATIONAL AWARDS** CONFIRM OUR INTERNATIONAL QUALITY STANDARDS FOR OUR INCOMING HOTLINES, OUTGOING CAMPAIGNS, IN WRITTEN CUSTOMER COMMUNICATION AS WELL AS TRAINING AND CONSULTING. EXPERIENCE GAINED THROUGH **100 MILLION CUSTOMER CONTACTS** AND INTERNATIONAL INDUSTRY KNOW-HOW PLAYS AN IMPORTANT ROLE IN THE OPERATIVE IMPLEMENTATION OF OUR CLIENTS' PROJECTS.

SEE FOR YOURSELF. WE INVITE YOU TO JOIN US FOR A PERSONAL DISCUSSION AT YOUR CCC.

**AUSTRIA | GERMANY | ROMANIA | SOVAKIA | SWITZERLAND | TURKEY**

## COMPETENCE CONTACT.

INTERNATIONAL CALL CENTER COMPETENCE.



CONTACT US:

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## COMPETENCE AWARDS.

21 AWARDS CONFIRM OUR COMPETENCE.

### LATEST AWARDS



#### BEST IT-SUPPORT PROFESSIONAL

GREGOR WILLENBERG, IT MANAGEMENT CCC, HAS BEEN DISTINGUISHED AS THE „BEST IT SUPPORT PROFESSIONAL“ IN WHOLE EMEA REGION.



#### TOP OUTSOURCER AWARD

WITHIN THE CONTACT CENTER WORLD.COM 2008 COMPETENCE CALL CENTER WON THE TITLE „TOP OUTSOURCER IN EMEA“. THIS AWARD FURTHER CEMENTS CCC'S POSITION AS ONE OF THE BEST CALL CENTERS IN THE EMEA REGION.



#### BEST MEDIUM CALL CENTER IN ROMANIA

AT THE EUROPEAN CALL CENTER EXPO 2009 IN BUCHAREST/ROMANIA CCC WAS PRESENTED WITH THE AWARD „BEST CALL CENTER“.



#### BEST CONTACT CENTER LEADER

AT THE CONTACT CENTER WORLD CONFERENCE 2006 IN LAS VEGAS, CARITA VALLINKOSKI WAS AWARDED THE TITLE „BEST CONTACT CENTER LEADER IN THE WORLD“ BY AN INTERNATIONAL JURY OF EXPERTS.

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