



We are elevating your business by creating great customer experience

Quality customer support

COMPANY PROFILE

CONTENT:



1. Why Media One?
2. Media One call center
3. The benefits of outsourcing customer service
4. What is CRM?
5. Our solutions
6. Cooperate with us

Quality customer support

We are elevating your business by creating great customer experience

1. WHY MEDIA ONE?



Our call center:

Served over **500 000** end users so far.
Makes daily more than **8000** calls.
Is made of a team of **120** experts.



0-24 support

Stay in touch with your clients even outside of your working hours



Clients worldwide

We offer our services in **Croatian, English and German**



Professional team

Provide your customers with high-quality customer care



Video calls

The ability to integrate a high-resolution video call to the clients



Our values

Quality, competence, kindness, collaboration and trust.
Our mission is to achieve a high-quality customer experience, for your clients, with our system. We want to upgrade your business.

We are taking care of current consumers and encourage potential consumers to engage with your product. Let's build your brand together.

Customer care is our passion.

The ownership of the TÜV certificate shows that Media One d.o.o. is managed according to the highest business standards. Contact us with confidence.

2. MEDIA ONE CALL CENTER



The company Media One d.o.o. covers a wide scope of activities and is specialized for making inbound and outbound calls for clients from various areas. The Media One Company was registered in 2017 at the Commercial Court in Zagreb.

Nowadays, quality customer support matters more than ever. To assure that your customer service becomes your competitive advantage on the market, it has to be of high quality and give effective responses to customers timely. A lot of effort and additional researches need to be made to achieve a customer-oriented service. Once it's achieved, it deepens your relationship with your customers and makes them become satisfied users of your services. Quality customer support fulfils one of every companies' main objectives: customer loyalty.

We are a company that is helping clients to improve their customer service. Our call centre is proficiently making inbound and outbound calls and is very experienced in sales support, customer registration and customer video authentication for telecommunication companies. Our goal is to provide our clients with the best customer support solution that is adapted to their business. By collaborating with our clients, we are able to grow their business and customer loyalty.

We are a growth company with tendencies of further development and progress. Since we are cooperating with domestic and European clients we have developed an understanding of various markets. The complexity of performing “one to one” marketing is recognized by our experts. They are monitoring the market regularly and are implementing new customer support trends into our business. As a result of our constant researches, we are able to consult our clients effectively.

3. THE BENEFITS OF OUTSOURCING CUSTOMER SERVICE



Outsourcing is now becoming a widespread business decision. Why?

Many companies realized that by outsourcing they can achieve high-quality business processes while saving their important resources. Cooperating with the ideal business partner is crucial to get all the benefits of outsourcing.

Focus on your core business

Managing a call center within your business requires a lot of time and dedication to it.

Outsourcing gives you the chance to focus on your core activity without thinking about repetitive processes. Turn your company to the research and development of your products and services, let us take care of your customers.

Competence

Outsourcing gives you the chance to leave parts of your business to competent experts with great experience. Our professional team is our biggest value. There are more than 120 call agents who are trained to make inbound and outbound calls in foreign languages. Our call agents are native or fluent Croatian, German and English speakers. We are proud of their teamwork and their kindness which will thrill every customer.

The procedures of the calls we make are determined by our clients. We are able to fulfil your business needs and level up your customer service.

Flexibility

Stay devoted to your clients even outside your working hours. We are working 24 hours a day and are offering "on demand" customer support to them.

Outsourcing can bring flexibility and customer satisfaction to your business. Additional services like these are differentiating you from your competition.

Modernise your business

We are justifying our competence with the fact that we are using the newest technology while performing our services to clients.

All our "know-how" is available to our partners and we use it to implement the best customer service solution for their business. Modernise your repetitive business processes and add value to your company with our support.

4. WHAT IS CRM?



CRM (Customer Relation Management) is a business strategy in which the main goal is to get to know your consumers' needs and behaviours so that loyalty and deeper relations to customers can be built. Implementing CRM into your business provides an individual approach to every customer. CRM supports the process of making, communicating and delivering value to consumers and therefore adds meaning to your business.

Quality CRM connects a company with its consumers. A successful CRM strategy is increasing the loyalty and trust of current and potential customers.

Our system follows and analyses every call and interaction we have with your client. By combining deep analysis and our experts' competence, we find the best solution for you. Successfully completed calls and sales are very important to us. All the information we collect about your customers and business, we are using to prepare the best strategy for your target market. We can easily define the needs of your current and potential customers.

“Customer management is the new marketing”

The today's market requires quality “one to one” marketing, an individual approach to every consumer's needs and their fulfilment. That goal can easily be reached with our verified high-quality customer support. You choose which, how many, and what kind of services you want to develop with us.



5. OUR SOLUTIONS



Giving great services means earning loyalty day by day and adding value to your business. Our goal is to do that for you.

We are supporting your entire sales and after-sales processes.

Customer support

We are successfully completing more than 8000 calls every day, which shows the importance of a call center as a communication channel.

Our agents are trained to make inbound and outbound calls in a few world languages. We are performing services like registration and video authentication of new users for the biggest European telecommunication companies every day.

Leave your customer care to us - our experience, knowledge and willingness to learn ensure flawless "on demand" customer support adjusted to your business. We will take care of your customers even outside of your working hours.

Sales representation

Understanding your customers' needs is crucial for a successful sales department. Our experienced agents will find the best way to sell your products and satisfy the needs of your current and potential consumers.

The sales process starts with performing marketing activities and getting in touch with your target market and ends at the stage of delivering after-sales services.

As your sales representative, we take over various outbound calls and support you in all stages of the sales process.

Additional services

Besides customer service and sales representation, we are offering you a possibility to arrange additional services that your business needs.

Here we include informing your customers of new products and options, collecting leads, loyalty program support and various administrative jobs.

6. COOPERATE WITH US



1. Business offer

Establishing contact is the first step. You can contact us on various channels. Choose the one that suits you best!

We are ready to answer all your question at any moment.

After we decide to cooperate, our experts work together to make you an ideal offer adapted to your needs. While preparing the offer, we consider your clients' needs, the industry in which you work in, and search for potential markets.

The price of our service depends on the number of calls we take over and the industry your business is a part of. Our goal is to offer you the best price for our quality service. That is why we are constantly reviewing our prices and other conditions, which we usually arrange at the beginning of our cooperation.

2. Education

The second stage introducing the protocol to our call agents and training them. Our team shows the willingness to learn and openness to new technology at any moment.

We focus on every client and their needs and adapt our services to them. The process of learning never ends, all new information we gain while contacting your consumers will be in our database and used for future calls.

All feedback is very important to us.

3. Successful cooperation

At this stage, we have established a cooperation. We see all of our clients as long-term business partners. Our experience showed us how to adapt our service to every partner and accomplish success together.

We are more than just a customer support for your consumers, we are a long-term support to your business. Our goal is to reach your goals in the most efficient way and provide your customers with high-quality care.



This sounds interesting, and you want to know more?
Contact us with confidence at contact@mediaone.hr

Contact us with confidence,

www.mediaone.hr