

## Vs Communication Outsourcing Specialist

### ”Do not let your credit go adrift”

SC Vs Communication SRL is part of Italian INTELLCREDIT /TELKOM SPA, group with over 20 years experience in recovering debts and assets.

Like its parent company, the company offers a wide range of services and in Romania:

- Prevention Services
- Written Requests Automated
- Contact Center specializes in phone collection using the most innovative technologies
- Home collection and management of recovery agents
- Monitoring Legal / Legal Management
- Research and polls
- Inbound and outbound
- Data Entry services

Society Ltd. Vs Communication is a network of agents spread over the entire national territory consists of 38 officers specialized in Home Collection and a number of 120 telephone operators to recover loans specializing in Phone Collection system.

High degree of professionalism allow the debtor to help as much as the form of advisors to address its debt situation as effectively. Moreover, our employees are residents in the area working and this allows them to make more visits to debtors domiciled in a short time.

Field interventions are coordinated and monitored constantly by headquarters. From the receipt and to teaching practices, agencies are assisted, helped and coordinated by foreign operators charge, moreover, it deals with performance monitoring with a defined and rigorously maintained report. Exchange of information between leaders and officials of the subsidiary field is fast and efficient with an Internet connection.

The agent can receive in this way all the information needed to work practices and provide on-line result of his work.

Through the Internet, customers have access to company Vs Communication their practices and can monitor directly the evolution's work and performance indicators.

Technology we use is the best in Europe and is the result of collaboration with Platinum Equity Group, world leader in the sector.

For a perfect integration between Computer and Telephone (CTI) was added innovative Predictive Dialing Systems.

Such a measure allows overcalling's necessary to achieve reduction in downtime and increase call center efficiency. The operator can manage the daily as a number of practices that would otherwise be difficult to achieve.

Perfect expanding between high-tech and professional staff enables the company Vs Communication to achieve high quality performance.

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Adress: Canta street, number. 7, floor 1, 2 and penthause, Iasi,  
county Iasi, post code:700528, Romania  
Telephone: 0332/710348 - 0332/710350 - 0332/710351  
Fax: 0232/215301  
E-mail: vscommunication@yahoo.it