SCC
SPECTRA CALL CENTER
أطياف لخدمة مراكز الإتصال

IN THE NAME OF ALLAH

Who We Are?

There are many Call Centers touting low-cost solutions with professional call agents. This likely sounds familiar because it's all about business. However, digging deeper to find a company with your similar values and enthusiasm significantly narrows the field because for us, it's more than just business, it's about a relationship. With our proactive team, entrepreneurial spirit and personal communication, Spectra Call Center is more than a Call Center. We are your long-term partner, with you all the way.

Our Mission

Providing innovative and reliable customer service and call center solutions that meet the needs of our customers and create an environment that supports entrepreneurship through a professional team in line with the National Vision 2030.

Our Vision

To be the best among the five leading institutions in providing customer service and call center solutions in the Kingdom.
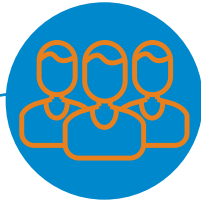
OUR TEAM

Outsourcing gives you the chance to leave parts of your business to competent experts with great experience. Our professional team is our biggest value. We have Saudi call center agents who are trained to make inbound and outbound calls with professionalism. We are proud of their teamwork and their kindness which will thrill every customer.
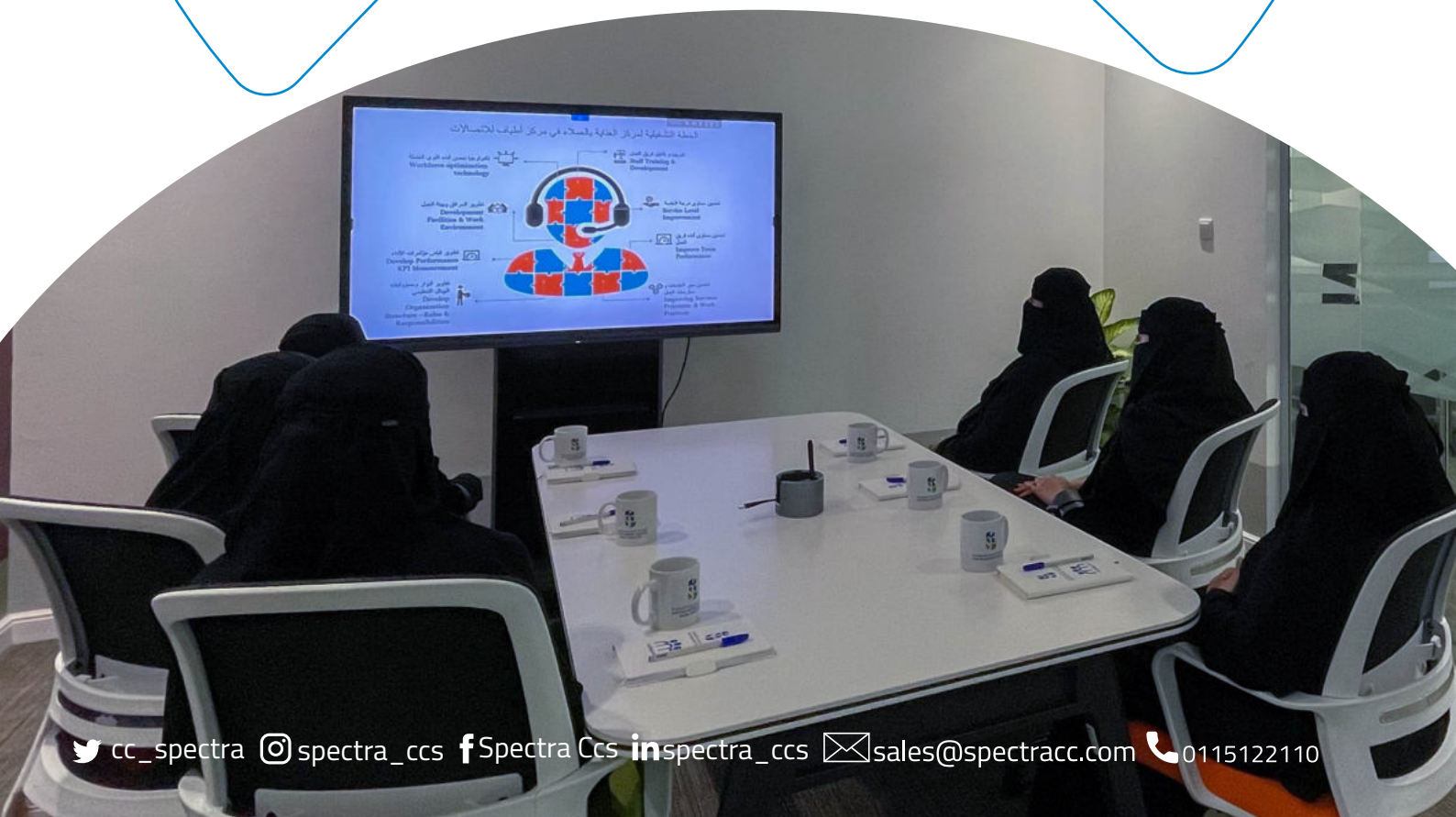
OUR VALUES

- Customer Satisfaction
- Creativity and Innovation
- Continuous development
- Responsibility and achievement

OUR STRATEGIC GOALS

- Excellence in customer service
- Develop and improve performance
- Increase customer confidence
- Taking care of quality and standards policies
- Moving and spreading across the kingdom

OUR SERVICES

INBOUND SERVICES

Tier I Tech Support

Complaint's Handling

Order Processing

Reservation Services

Customer Service

Inquiry Handling

Help Desk Services

Order Taking

OUTBOUND SERVICES

Telesales & Upsells

Follow Up

Lead Verification

Seminar & Event Registration

Customer Retention

Appointment Setting

Surveys , Feedback, Quality

Product & Services Promotion

Collection

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INDUSTRIES
Services Provided

Media
Energy
Nonprofit
Insurance
Education
Healthcare
Government
Seminar Edge
Manufacturing
Financial Services
Telecommunication
Events & Workshops
Marketing Firms & Seminars

1. Reservation Services

Collection
Call Transfers
Cross-Selling
Client Inquiries
Sales Support
Client Retention
Customer Service
Lead Qualification
Appointment Setting
Reservation Confirmation

4. Financial Services

Collection
Telesales
Transfers
Policy Inquiries
Claims Support
Customer Service
Member Enrollment
Appointment Setting

3. Insurance

Patient Surveys
Benefit Inquiries
Satisfaction Surveys
Social Assessments
Payment Processing
Appointment Setting
Preventative Screenings
Updating Patient Records

2. Healthcare & Medical Services

5. Real Estate

Sales Support
Call Transfers
Cross-Selling
Client Inquiries
Client Retention
Orders Follow up
Customer Service
Lead Qualification
Orders Confirmation
Appointment Setting

6. RETAIL & E-COMMERCE

Sales Support
Call Transfers
Cross-Selling
Client Inquiries
Client Retention
Orders Follow up
Customer Service
Lead Qualification
Appointment Setting
Orders Confirmation

9. Tourism & Travel

Sales
Ticketing
Quotes/Packages
Customer Support
Specialty Help Desk
Lost Baggage Tracing
After-Hours Answering
Pre-Sales Chat Programs
Payments/Billing Inquiries.
Notifications/Travel Updates
Hotel Bookings Management
Loyalty Program Management
Onboarding/Welcome Programs
Appointments Setting & Reservations

8. Restaurants

Call Transfers
Cross-Selling
Client Inquiries
Sales Support
Client Retention
Orders Follow up
Customer Service
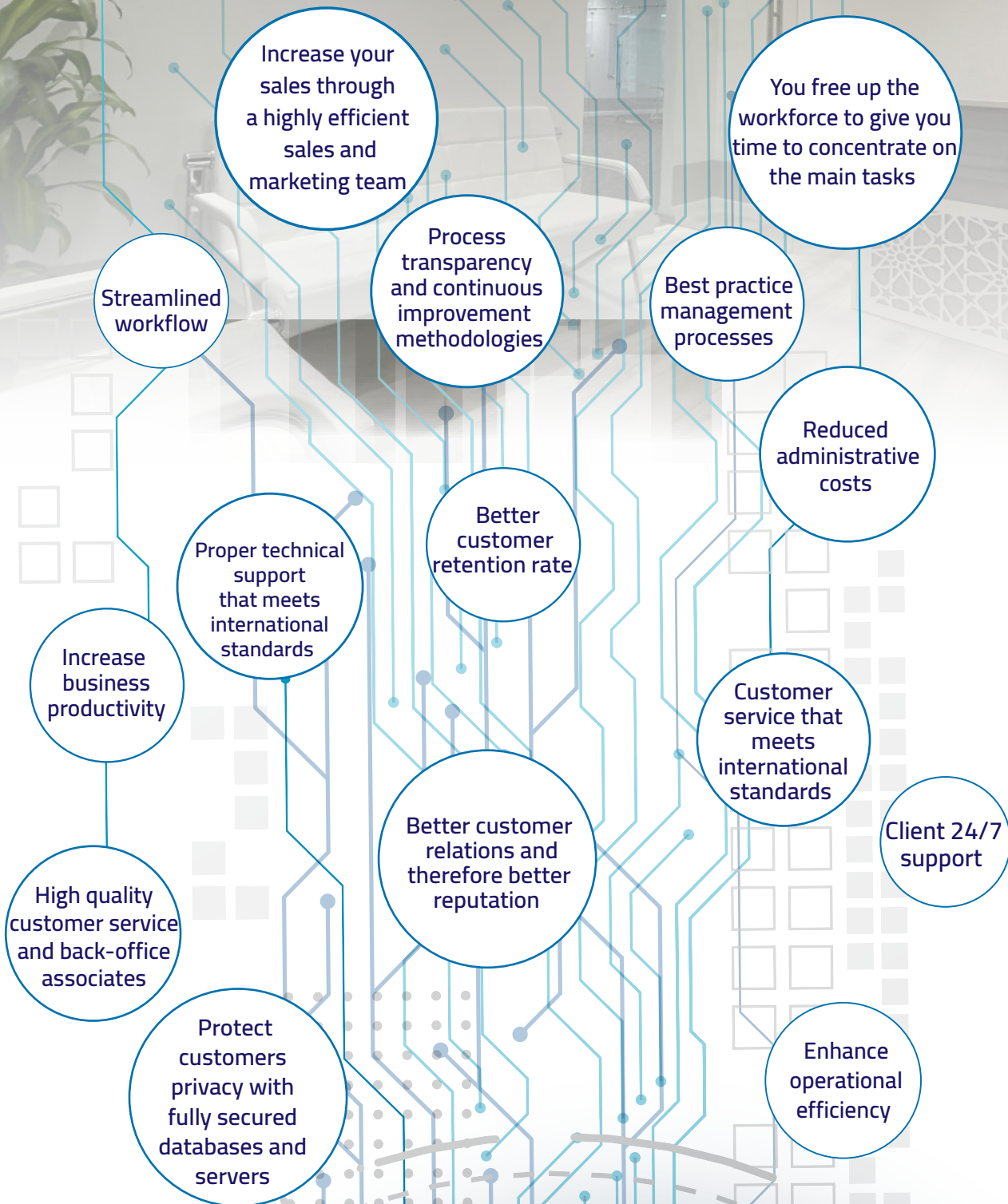Lead Qualification
Orders Confirmation
Appointment Setting

7. Telecommunications

Billing
Billing support
Order tracking
Sales analytics
Order fulfillment
Ordering support
Technical support
Complain Handling
Subscription services
Contact management
Inbound and outbound calls
Up-selling and cross-selling
Monitoring service requests

SPECTRA CALL CENTER FEATURES

Calls scheduling and calling on a specific time

Calls recording and calls forwarding to a specific time

Telesales and telemarketing via mobile calls

Surveys conducting via mobile calls

Registry of incoming, outgoing and missed calls

Forwarding to IVR and decreasing waiting time

Efforts and costs saving and few agents

Calls forwarding to specific departments

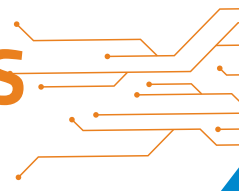Helping to measure feedback by voice surveys

Provide system backup

Connecting with Analog lines

Connecting with SIP or DID/DOD lines

Connecting with mobile GSM

Connecting local or international branches

SPECTRA CALL CENTER FEATURES

Integrate reports to evaluate call center and customer services staff

API linking and CRM integration

Company branches connecting via a unified call center system

Waiting, recording, and calls forwarding features

Customers list auto-dialing and call distribution

Customer service and technical support call monitoring

Performance monitoring and evaluating with reports and live panel

Detailed calls reports

Multiple techniques to evaluate calls

Helping to recognize customers problems and needs

Providing a better experience for customer service

Regular staff performance evaluating and improving

Regular technical support 24h/week

Time Saving by auto-dialing instead of manual one

OUR CLIENTS

شــركـة مهـارة
للموارد البشرية
**Maharah Human
Resources Company**

أكاديمية أيادي
Ayadi Academy

مؤسسة أفكار القمة
للمقاولات العامة
TOP IDEAS
for general contracting

أطيــاف للخدمـات المساندة
SPECTRA SUPPORT SERVICES

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Thank you

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