

malomatia

excel with IT

CONTACT CENTER SERVICES

QGCC - Ministry Of Economy and Commerce



Business Objectives

- › malomatia & Ministry of Economy and Commerce aim would be to retain & enhance the representation of MEC services through contact center solutions
- › This will achieve the vision of leading a sustainable economic growth with private sector partnership, guiding MEC customers through policy-making, promotion of diversified investments, monitoring of markets, and protection of costumers.
- › MEC representatives would be highly experienced to provide accurate and up to date information with a multilingual service and supportive environment over the phone.

malomatia's Role

- › Deliver high standers of customer care service synthesis of finest talent resources and technologies.
- › Understand and build solid informative database for different line of business regulated by the ministry.
- › Build clear workflow and service models adapted with MEC business nature.
- › Deliver incidents and interactions management system to manage and trace business cases.
- › Deliver contact center qualitative a and quantitative ports which covers all the details related to provided services in periodical bases

Results Achieved

- › Enhanced customer care experience for minister target audience.
- › Provided a systematic approach.
- › Reduce workload by achieving more than 50% of first call resolutions .
- › Increase service reachability to be 24/7.
- › Proactive prevention.