



GeonNet
— TELECOM —

Multilingual Contact Center



About us

Primo Contatto is a Multilingual Outsourcing Center located in Moldova and Ukraine. Our operators speak more than 15 different languages.

Our administration office is located in Chisinau, capital of the Republic of Moldova.

Primo Contatto has been founded in 2008 and has had 2 different owners (Primo Contatto srl 2008-2011, Multiactivitati srl since 2011)

Foundation: March 2008

Revenue: \$0,8 Million USD (2017)

Headquarter: Chisinau, Moldova Rep.

Director: Marco Buti (2008)

Founders: Marco Buti, Luigi Sguerri

Sites: Chisinau and Balti (Moldova Rep.), Lviv (Ukraine).

Why us? ...



Multilingual

Competence and Experience

Unlimited operators availability for certain languages

Competitive Cost

Essential points

Internet & Energy Provider 100% Reliable

Different fields and sector experience

More than 15 languages spoken

B2B and B2C

180 seats available

Easily scalable

Inbound/outbound, chat, back Office, Social Media...

Services offered

Inbound Communication

Telephone, Email, Internet & Fax

Telemarketing and Outbound:

Lead generation, sales conversion, market analysis, customer loyalty, debt recovery, data cleaning

Administrative Tasks

Back Office support, distributing information, email management

Web Servicing

Improving customer interaction with client websites

Sites



Chisinau: 60 seats available
20 operators actually engaged
scalability till 100 seats in 1 months, 200 in 3 months

Balti: 20 seats available
10 operators actually engaged
scalability till 50 seats in 3 months

Lviv: 100 seats available
70 operators actually engaged
scalability till 200 seats in 3 months

Technology



Since the beginning Primo Contatto has collaborated with different kind of companies that had completely different request in terms of IT.

Our IT staff is able to follow your request in terms of VOIP and CLI.

We can work using your cloud CRM, or implement a new one under your directions.

Languages

Chisinau: Romanian and Russian native mother tongue
Italian, English, French, Greek and Spanish full availability

Balti: Russian and Romanian native mother tongue
Italian and English full availability

Lviv: Ukrainian and Russian native mother tongue
Polish, German and English full availability

Possible to find other languages on request: Hebrew, Czech, Bulgarian and Portuguese ...



Contact us

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