



Because customer experience begins in the phone ...

We offer global customer service and support via hotline, in 6 languages. The support may cover both, business and private customers and own employees

CUSTOMER SERVICE / HELPDESK

Customer service / help desk can be used either as a full outsourcing (ie where Moranti takes all incoming calls) or overflow. By overflow re-directes calls to Moranti if you are experiencing queues on own lines.

BACK OFFICE ASSIGNMENTS

The customer service tasks can be supplemented with administrative tasks, such as

- Order handling and logistics
- Sales Support and calendar management
- E-mail and SMS handling
- Social media such as Facebook, LinkedIn, etc., Including "posts" and "chat"
- Digital hotline with systems guidance

Code of Business Conduct

Audits, training and self-evaluation processes ensure that we comply to our Code of Business Conduct, IT Security Code of Practice and CSR

Quality assurance

We record all calls. The recordings are used for internal coaching / training and is your guarantee that we provide the service agreed. Further, we perform statistics of all calls, which providing an overview of call volume and time spend

Further we offer ...

24/7 monitoring of transactions on credit cards, follow up on suspicion of abuse / fraud, card barring etc.

Read more www.moranti.com

Contact us for an informal meeting

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Moranti Services is one of Denmark's oldest service, call and contact centers. We offer standard and customized solutions for customer service / helpdesk, a monitoring / support team and back office assignments. We serve customers globally in 6 languages. Our headquarters is located in Copenhagen where 100 dedicated employees strive to provide the good experience every day

Moranti - We make a difference!