

# TCE CALL CENTER SERVICES

One Complete eCommerce Delivery & Revenue Recovery Solution

We increase deliveries, recover lost sales & reduce returns

Through professional customer contact.

## WHAT WE DO



Delivery & Fulfillment Support



Order Confirmation (COD)



Abandoned Cart Recovery



Undelivered Parcel Follow-up



Customer Service Outsourcing

## SIMPLE PRICING

€1 / order

€16 / Hour Dedicated Agent

Performance-based & scalable models

## KEY RESULTS

- ✓ **90-95%** Delivery Success Rate
- ✓ Up to **90%** Fewer Failed Deliveries
- ✓ Higher Revenue with Upsell Calls
- ✓ Reduced Return & Shipping Costs



### Order Confirmation (COD)

- ✓ Pre-shipping Calls
- ✓ Address Validation
- ✓ Upsell Offers

1 EUR / order



### Abandoned Cart Recovery

- ✓ Reactivate Carts
- ✓ Recover Lost Sales
- ✓ Upsell Opportunities

1 EUR / order



### Undelivered Parcel Follow-up

- ✓ Reminder Calls
- ✓ Reschedule Delivery
- ✓ Reduce Returns

1 EUR / order



### EXTRA SERVICES

- ✓ Complaint Handling
- ✓ Multilingual Support
- ✓ Multilingual Support
- ✓ Local Caller ID



Romania · Greece · Poland · Germany · USA & More

Native Agents in All Regions

### LET'S TALK!

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