



Teléfono Permanente

24 hours at your customers' service



COMPANY PROFILE

Teléfono Permanente is a 24/7 Contact Center, specialized in managing and coordinating the communication of companies, organizations and small companies with their customers and suppliers.

Teléfono Permanente creates solutions for the global management of customer service. Communication, information, direct marketing, the voice of our teleoperators, offer a real added value to business.

We integrate effective contact center tools within the reach of ALL businesses, and thus make the most of all their communication channels (telephone, e-mail, social networks), through personalized and carefully designed services, based on the needs and circumstances raised in each specific case.

Teléfono Permanente is a Contact Center with more than 40 years of experience in the field of services to companies and all types of businesses.

+More than 800 clients endorse our work and good reputation.

"WE ARE THE BRIDGE BETWEEN YOUR BRAND AND YOUR CUSTOMERS."



OBJECTIVES

***"OUR GOAL IS TO BE WHERE THE CUSTOMER IS;
TO OFFER THE BEST EFFECTIVE, EFFICIENT AND
TRANSPARENT CONTACT CENTER SOLUTION FOR
MANAGING AND COORDINATING ALL COMMUNICATIONS
WITH YOUR CUSTOMERS AND/OR SUPPLIERS".***

-Carlos Calonge
CEO Teléfono Permanente-

EFFICACY

Improve the quality of your service and customer care with Teléfono Permanente 24h.

We help companies achieve their goals with our resources:

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- INBOUND/OUTBOUND calls.
- Sending SMS messages
- Chat systems
- WhatsApp
- E-mailing campaigns
- Social Media
- Virtual Secretary
- E-commerce management

We provide exclusive telephone numbers for your company. We answer ALL phone calls through:

- conventional telephone number
- 900, 901, 902 line....

Call forwarding to Teléfono Permanente 24 hours a day, 365 days a year or whenever you need it, either for a temporary absence, vacation or covering the hours outside your usual schedule.

EFFICIENCY

We guarantee competitive solutions focused on cost optimization in business communications.

Benefits.

Offer attention to your customers in UNLIMITED hours, having the security of not losing a single contact in your absence and without the need to hire more staff for it.

Saving time when resolving incidents, building customer loyalty and gaining customers.

How do we do it?

We look for different service alternatives adapted to each need, providing savings in the cost of such a fundamental service as customer service and communication with consumers and suppliers.





TRANSPARENCY

Close collaboration with the client, always offering the best communication option.

We always provide transparent information about the contracted services.

TELÉFONO PERMANENTE performs the services according to the previously agreed instructions and protocol.

Development of applications and individual forms for each client; adaptation and integration to the own system of Teléfono Permanente; connection to your web page.

Elaboration of statistics according to the client's objectives: detecting priorities of action, efficiency of schedules, location of SAT equipment...

CONTACT CENTER SERVICES

The 24/7 TELÉFONO PERMANENTE services are the most effective and fundamental tool to improve the efficiency and profitability of all business



CALL CENTER INBOUND CALLS

- Customer service.
- Virtual secretary
- Management of agendas for commercial teams, medical teams, technical teams, etc.
- Attention, management and coordination of incidents and/or emergencies for technical and medical teams, etc.
- Attention, management and coordination of incidences in supply companies of main services such as water, electricity, public lighting, butane gas, propane gas, diesel...
- Support to advertising campaigns carried out in different media.
- After-sales services
- Coordination of breakdown notifications in complex installations, factories, computer companies, control centers, telecommunications, maintenance of communities and buildings, complex assemblies and machinery of all kinds.
- Taking of warnings in case of incidents, emergencies, rescue of people locked in elevators; location of the technician and/or person in charge on duty.
- Attention and management of on-line stores: orders, information about products and services, order status, returns management, incidents...



CALL CENTER OUTBOUND CALLS

- Sales of products and/or services; telemarketing.
- Market research
- Database updating.
- Arrangement of commercial visits.
- We reinforce the success of an e-mail marketing campaign with a subsequent telephone call.
- Confirmation of attendance to acts or events, to know the number of people who confirm their attendance and facilitate programming and planning.
- Telephone surveys through questionnaires to detect people's habits, behaviors, needs and preferences.
- Customer/user satisfaction surveys and polls, regarding the products or services received and to survey the possibilities of new sales.



E-MAIL CENTER

COMMERCIAL AREA

- RDirect advertising campaigns (e-mail marketing).
- Loyalty of customers who prefer to use this communication channel to make their concerns or needs known, as well as the doubts of the potential customer in order to convert them into real customers.

TECHNICAL AREA

- Team coordination.
- Optimization of e-mail communications between members of technical, logistic, administrative, IT, medical, etc. teams.



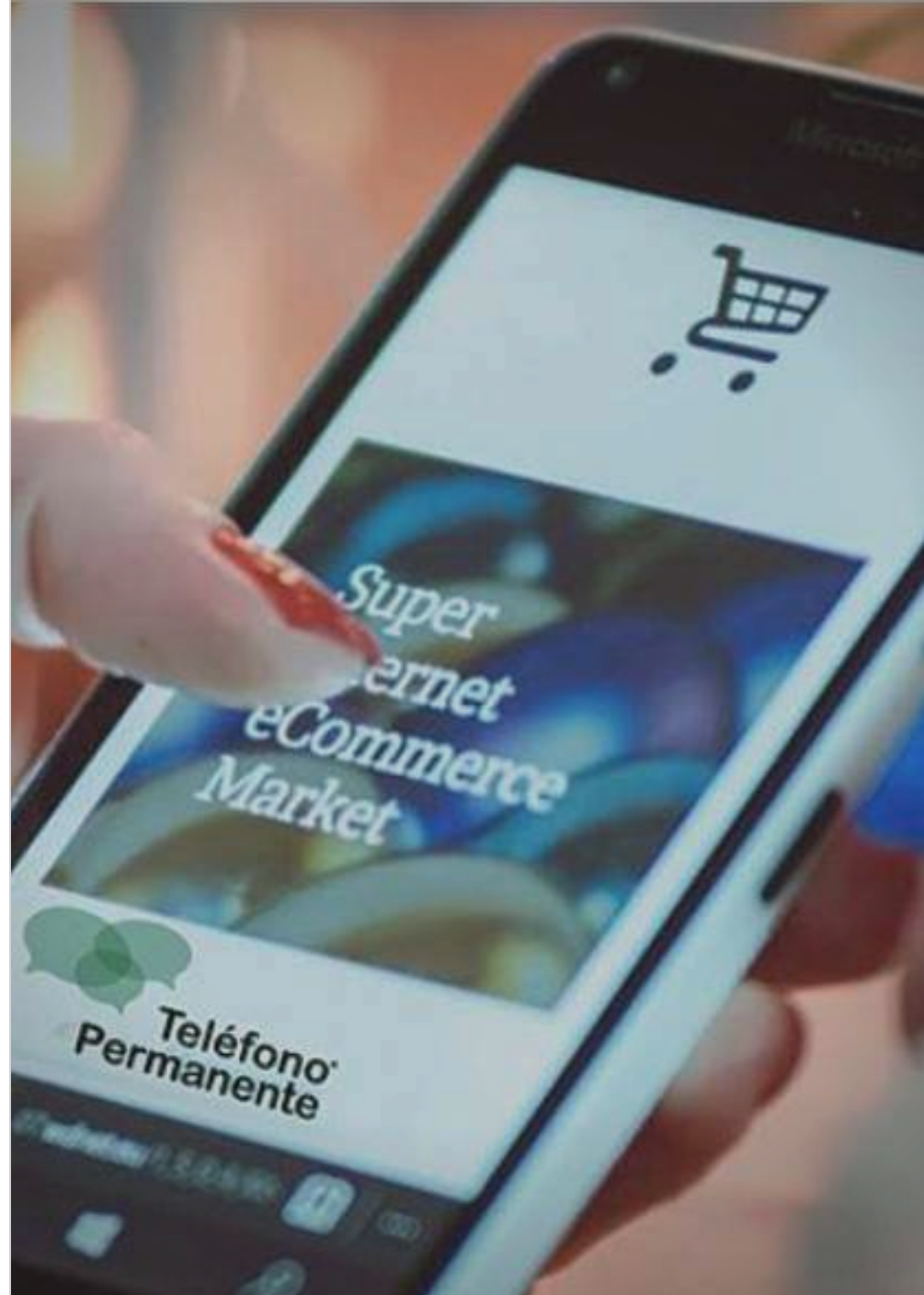
THE MONITORING OF INSTALLATIONS IS CARRIED OUT BY MEANS OF SYSTEM ERROR MESSAGE FUNCTIONS OR FAULT IDENTIFICATION. BASED ON THESE MESSAGES, THE OPERATOR OR TECHNICIAN IS IMMEDIATELY ALERTED OF THE DETECTED INCIDENT OR FAULT, MINIMIZING PERFORMANCE LOSSES.

INSTALLATION MONITORING

E-COMMERCE WEB SERVICES

FROM TELÉFONO PERMANENTE WE COORDINATE ALL AREAS OF AN ONLINE SHOP TO ACHIEVE MAXIMUM EFFICIENCY AND OPTIMAL QUALITY OF SERVICE, ESSENTIAL TO MANAGE THE NEW SALES AND DISTRIBUTION CHANNELS THROUGH THE INTERNET, FOR THE BENEFIT OF BOTH YOUR COMPANY AND YOUR CUSTOMERS.

- We guide the consumer in real time in the purchasing process.
- Validation of the purchase or online payment.
- Order modifications.
- Solution of incidents during delivery.
- Returns, claims, after-sales service in general.
- Combined service of reception and management of e-mails and telephone calls.



SOCIAL MEDIA - CHAT



Support for incidents in social networks. TWITTER, FACEBOOK, INSTAGRAM are some of the social media where we serve your customers or potential customers, on your own behalf or on behalf of your brand.

SMS and incident management through chat applications, which are widely used by the population:

ZENDESK, WHATSAPP, GOOGLE HANGOUTS

ADDITIONAL TP SERVICES



CRISIS SUPPORT

In exceptional cases related to health, environment, regulations, etc., speeding up the implementation of any safety measure in circumstances of risk for the population.

RESPONSES TO ADVERTISING CAMPAIGNS

Response to media advertising campaigns: consumer information, order taking. These actions usually result in a considerable volume of calls in a short period of time.



REAL ESTATE MANAGERS

We facilitate the management and coordination of property administrators in matters related to communication and location of the necessary technicians for the maintenance and management of the administered properties.



TICKET SALES

Online ticket sales for events and shows, tourist attractions, theater, cinema, concerts, festivals, sports. Security and speed guaranteed.

COWORKING

WE SHARE SPACE WITH TELEMARKETING POSITIONS FOR RENT.

WE OFFER THE OPPORTUNITY TO SHARE OUR FACILITIES TO INCREASE YOUR COMPANY'S POTENTIAL AND PROFITS.

HEALTHCARE SECTOR

MEDICAL - PHARMACEUTICAL - COSMETOLOGICAL

INTEGRAL PERMANENT PATIENT CARE SERVICE.



MEDICAL AGENDA

Complete and easy to use computerized appointment scheduling solution: appointment scheduling, changes, cancellations of appointments, location of doctors, SMS notification system to patients as a reminder of the visit.

Direct access to your schedule from any mobile device.

EMERGENCIES

Coverage of night or holiday hours for urgent calls.

Coordination of urgently needed home visits.

Location of doctors in case of emergency.

MEDICAL/CLINICAL CENTERS

Information about their services, agreements with mutual insurance companies, rates.

Solution for all types of clinical specialties.

Comprehensive practice management service at economical prices.



PHARMACOVIGILANCE

THE PURPOSE OF **PHARMACOVIGILANCE** IS THE IDENTIFICATION, QUANTIFICATION, EVALUATION AND PREVENTION OF RISKS ASSOCIATED WITH THE USE OF MEDICINES ONCE THEY HAVE BEEN MARKETED, AS A PUBLIC HEALTH CARE ACTIVITY.



WE OFFER

24/7 information and assistance to patients who report, by telephone call, a suspected adverse drug reaction.



DOSING CONTROL

Control of medication dosage by means of alerts that can be: e-mail, phone call, SMS or other systems, to a device previously chosen by the patient.

COSMETOVIGILANCE

THE PURPOSE OF COSMETOVIGILANCE IS TO IDENTIFY AND PREVENT HEALTH RISKS ASSOCIATED WITH THE USE OF COSMETICS ONCE THEY HAVE BEEN MARKETED, WHICH MAY PRODUCE UNDESIRABLE EFFECTS AND ADVERSE REACTIONS IN HUMANS.

WE OFFER

24/7 assistance to consumers who report, by telephone call, a suspected adverse reaction to cosmetic products or utensils associated with the care and beauty of people.



TECHNOLOGY



TELECOMMUNICATIONS

- 3 telephone primaries: 90 digital leap lines and 12 analog lines
- Telephone front end with 52 outgoing extensions
- RDSI lines with VOIP support.
- Redundant Internet access, (always with the same speed guaranteed)
- Automatic systems for call recording and tariffing.
- Own applications for automated SMS sending.



SECURITY

- Own backup, Web and FTP with backup through outsourcing and server redundancy.
- S.A.I. with independent batteries
- Firewall and proxy server (wall against intruders and viruses).
- DMZ zones to guarantee the security of the main servers.
- Specialized units to guarantee data security.
- Compliance with the new European data protection regulation GDPR.



IT EQUIPMENT

- High-performance HP servers with NetRaid disk system and power supply redundancy.
- DC domain server, with secondary backup server
- Database servers
- Software for automatic call distribution
- Monitors for telephone information management on the platform.

TEAM



"The main pillars of Teléfono Permanente are based on the people who are part of our team."

+ 60 permanent staff, with low turnover and many years of experience in contact center.

Staff specialized in customer service, willingness and flexibility to adapt to changes.

Good knowledge about products and services offered, after appropriate training.

Verbal and written communication skills, active listening and quick response to customer needs.

Coordination at all levels between Teléfono Permanente and our clients (platform, supervision, IT management).

Personalized planning and operations for each of the services.



DAILY HEROES AT TELEFONO PERMANENTE



CARLOS CALONGE

CEO



JUAN HERRERO

CIO



MANAGEMENT

ACCOUNTING
MARKETING
HR



PLATFORM

SUPERVISION
COORDINATION
TELEOPERATORS

"THE COMBINATION OF HARD WORK AND SMART WORK IS EFFICIENT WORK"

CUSTOMERS

REAL ESTATE ADMINISTRATORS

TOURISTIC APARTMENTS

ELEVATORS SERVICES

SELF-EMPLOYED

RADIODIAGNOSIS CENTERS

SPORT MEDICINE CENTERS

REPRODUCTION CENTERS

ALLERGOLOGY CLINICS

AESTHETIC, RECONSTRUCTIVE AND COSMETIC SURGERY CLINICS

GYNECOLOGICAL CLINICS

DENTAL, OPHTHALMOLOGY, DERMATOLOGY CLINICS

PUBLIC LIGHTING COMPANIES

ENERGY SERVICE PROVIDERS

PHARMACEUTICAL INDUSTRY

PHYSIOTHERAPISTS AND REHABILITATION

CLINICAL ANALYSIS LABS

MUTUAL WORK INSURANCE COMPANIES

PEDIATRICS

COSMETIC INDUSTRY

SHOPPING ON-LINE STORES

MAINTENANCE SERVICES





ACSA Obras e Infraestructuras
Aigües de Mataró
Aigües de Sabadell
Alhambra System
Amat Immobiliaris
Almirall
Ascensors Camprubí
Ascensores Ersce
Ascensores Jordà
Asea Brown Boveri
Assistència Tècnica Catalana
Bassols Energia
Cambra de Comerç de Barcelona
Ceigrup Inmobiliarias
Chiesi España
Cofely España
Comparex
Comsa Emte
Dentometric
Dialoga
Dominion Industry and Infraestructures
ECS Solutions Energya VM
Fuchs Lubricantes
Ipsen Pharma
ISS Soluciones de Mantenimiento
Novartis Farmaceutica
Numintec Comunicaciones
Pierre Fabre Ibérica
Primagas Energía
Sanofi Aventis
Schneider Electric It Spain
Serunion
United Fashion Benelux
Valmet Tecnològias
Veolia Serveis Catalunya
Vitogas España

Customer

Service

is an

ATTITUDE

not a

DEPARTMENT

CONTACT

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LINKEDIN

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TWITTER

[@TPermanente](https://twitter.com/TPermanente)



FACEBOOK

[facebook.com/
telefonopermanente](https://facebook.com/telefonopermanente)



INSTAGRAM

[@contactcenterspain](https://instagram.com/contactcenterspain)

www.telefonopermanente.com



Thank
you



**Teléfono[®]
Permanente**