

The Roscongress Foundation Contact Centre



Who are we?



ROSCONGRESS FOUNDATION CONTACT CENTRE

We provide comprehensive services for information and communication support of business with customers.

12+ years of experience

A reliable company with high rank professional competencies

20+ languages

Qualified employees with knowledge of European, Eastern and post-Soviet space languages

400+ successful projects in Russia and abroad

We implement contact centres within the framework of business objectives

6 000 000 calls taken from 2020 to 2023

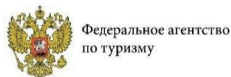
We can work with large volumes

Areas of work of the contact centre

The contact centre of the Roscongress Foundation specializes in congress and exhibition events of various fields of activity:

- **Business**
- **Social**
- **Youth**
- **Cultural**
- **Sports**
- **Medical**
- **Technological**

The key clients are government agencies and non-profit organizations:





Our services

- ❁ Organization of business interaction with customers on a turnkey basis
- ❁ Creating an incoming line to provide information
- ❁ Launching projects for calling clients
- ❁ Setting up automated communications with artificial intelligence technologies (IVR, chatbots)
- ❁ Integration of text communication channels (e-mailing and SMS messages)
- ❁ Launch of a backup contact centre and operational scaling

Inbound calls

- ✿ Help Desk
- ✿ Accepting applications and processing orders
- ✿ Receiving complaints and suggestions
- ✿ The first line of technical support
- ✿ Dispatch service
- ✿ Hotline



Optimization of the work schedule for your tasks

we will expand your audience – providing 24/7 reception of calls from all time zones



Developing the response script

we will increase the loyalty of subscribers, taking into account the peculiarities of communication with a specific audience



Elaborating of an interactive voice response (IVR), recording with a professional speaker

we will shorten the client's path to solving the issue to a couple of steps, provide flexible call routing



Organization of a hotline with a single number

we have the full capacity to process tens of thousands of calls during large-scale projects and promotions

Outbound calls

- ✿ We will inform customers about promotions and special offers
- ✿ We will invite the target audience and collect confirmation of participation
- ✿ We will update databases
- ✿ We will conduct marketing research
- ✿ We will conduct surveys to assess the quality of service, collect statistics
- ✿ We will increase the loyalty of your audience
- ✿ We will increase your brand awareness
- ✿ We will conduct telephone surveys, sociological and other surveys

Flexible pricing system based on the goals of your project:

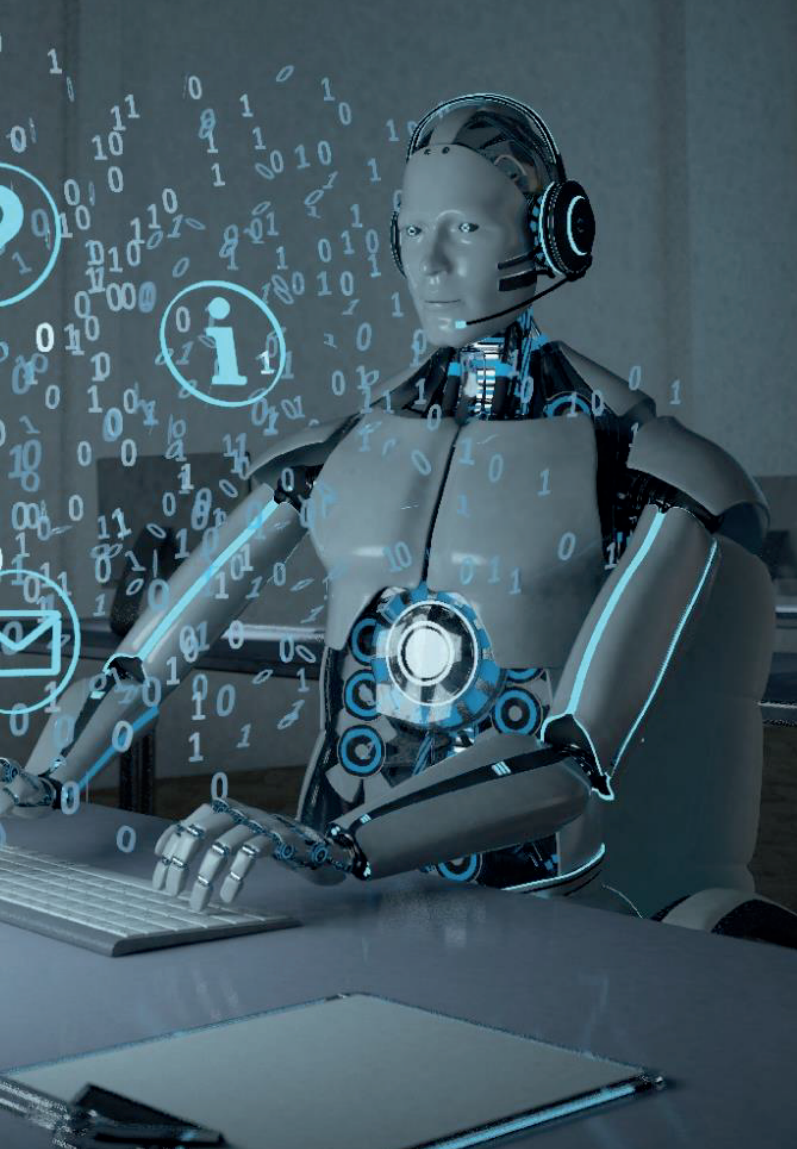


Per-minute billing

or



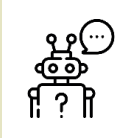
Payment for the result (not tied to the operator's work time)



Automation and additional communication channels

- ✿ We will expand your customer base
- ✿ We will make the solution of customer issues faster and more efficient
- ✿ We will increase your sales
- ✿ We will remove the routine load from your employees
- ✿ We will provide targeted work with each subscriber, user of your website or social networks in a convenient channel for him
- ✿ We will form a detailed report on communications

Automation and additional communication channels



1. Voice Bot

Appointment

- ✿ Automation of acceptance of standard applications and appeals by phone
- ✿ Smart customer self-service system
- ✿ Informing about services, promotions and special offers
- ✿ Conducting surveys and collecting feedback
- ✿ Call routing

Functionality

- ✿ Unlimited number of parallel inbound and outbound calls
- ✿ Always in touch regardless of the time of day and the number of available operators
- ✿ Integration with CRM and telephony
- ✿ Natural dialogue, high quality of speech synthesis and recognition
- ✿ Extensive opportunities for analytics

Automation and additional communication channels



2. Chatbot

Appointment

- ✿ Automated user support in any text service channels: websites, messengers, mobile applications, social networks
- ✿ Round-the-clock instant feedback
- ✿ Collecting applications
- ✿ Lead Generation

Functionality

- ✿ Complexity and functionality appropriate to your tasks and budget: from a simple scenario bot to the AI technologies implementation
- ✿ Personalization of the dialog interface
- ✿ Flexible scaling
- ✿ API integration into the existing information infrastructure
- ✿ Detailed statistics

Automation and additional communication channels



3. Auto Informator

- ✿ Mass and prompt automatic customer calls
- ✿ Unlimited number of parallel calls
- ✿ Recording with a professional speaker in Russian and foreign languages
- ✿ Flexible call parameters
- ✿ Integration with the CRM system
- ✿ Transferring the call to the operator after playing the message

Automation and additional communication channels



4. Notifications in messengers and SMS mailings

- ✿ Selecting the optimal channel to promote your services
- ✿ Preparation of a content plan, texts and design of messages
- ✿ Mailing to your customer base
- ✿ Traffic tracking and analytics collection

Automation and additional communication channels



5. Email Marketing

- ✿ Individual content plan in the interests of your target audience
- ✿ Mass mailing to your contact database or selection of a targeted database according to the necessary criteria
- ✿ Development of a unique tone of voice or compliance with the standards of business correspondence adopted in your company
- ✿ Informational, transactional and trigger mailings
- ✿ Preparation of unique promotional materials to promote your brand
- ✿ Personalization of letters: a personal appeal to the addressee
- ✿ Detailed analytics based on the results of mailings

Why have our clients chosen us?



Project start from 3 working days



20+ foreign languages



Service level 95%



24-hour support



Qualified specialists



Secure data protection



Recording and listening to conversations, monitoring work online



Minimum of lost calls



Technical and analytical support of the work

Benefits for your business

Cost-effective

You pay only for the result and save on salary, office rent, communication services, purchase and maintenance of equipment

Qualification

The voice of your company will be qualified specialists with experience of treating a wide variety of audiences: from VIP clients to socially vulnerable categories of the population

A tailored approach

We will train employees in your company's philosophy, values, and culture, and ensure that the level of service is consistent with your standards

Save time

There is no need to worry about recruitment, training, planning, or managing your team of operators. As a result, you can spend your time on more important matters

Guaranteed results

Levels of service and effectiveness targets will be set out in the contract.

You will receive transparent reports and benefit from ongoing monitoring of KPIs

Reliable resources

We use specialized technology and equipment, as well as backup infrastructure to guarantee uninterrupted operation

Projects we have worked on



Information support for event participants



Target audience:

Russian and foreign business, public authorities, official delegations, mass media, non-profit organizations, scientific and expert community

- ✿ Consistently high quality of service on projects of any scale: from regional sessions to international diplomatic summits
- ✿ Effective and long-term channels of information transmission
- ✿ One-time operation of up to 32 information centre lines
- ✿ 3000+ requests daily during the event period

Projects we have worked on



All-Russian hotline "We are together"

Target audience:

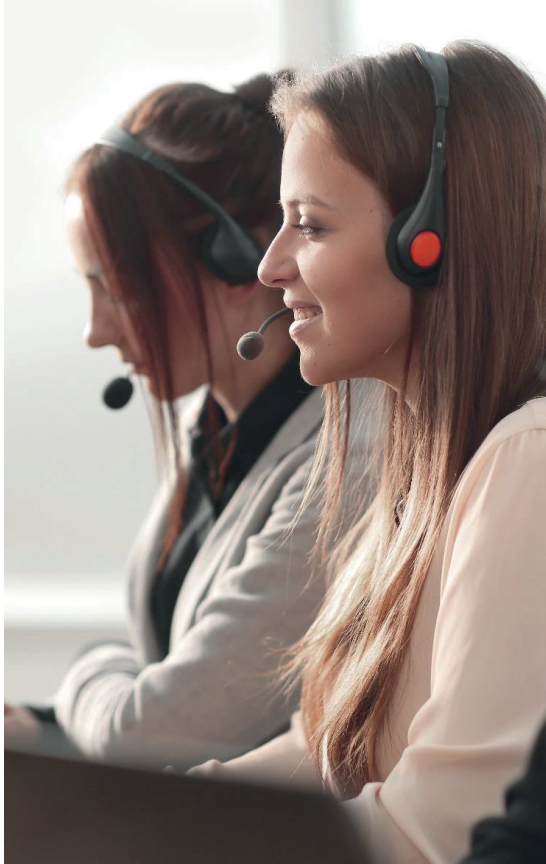


elderly and disabled citizens, medical workers, families with children and other categories of the population in need of support

A line of assistance in overcoming the socio-economic consequences of the pandemic COVID-19

- ❁ Working hours 24/7
- ❁ 4,000,000+ calls since launch (March 18, 2020)
- ❁ Launch in 1 business day
- ❁ 10,000+ calls in day during peak line load

Projects we have worked on



Customer satisfaction survey of a major digital service provider



Target audience:

service provider users (updated contact database)

Questionnaire on the quality of communication and the provision of additional services

- ✿ Nationwide coverage
- ✿ 80,000 outbound calls in month
- ✿ 55% of feedback questionnaires collected
- ✿ Strict corporate communication standards
- ✿ Open system of reporting, monitoring and quality control of operators' work

Projects we have worked on



Hotline "Rosmolodezh explains"

Target audience:

All the youth of Russia



Informing on issues of self-realization and existing youth projects and programmes

Working hours 24/7

- ✿ The average dialogue time is about 3 minutes
- ✿ Integration of a CRM system to fix deadlines and application statuses
- ✿ Integration of Interactive Voice Response (IVR)

Our values

Customer centricity

A tailored approach to a specific project's audience, search for new solutions, continuous improvement of customer service strategy

Tech solutions

IVR, integration with CRM systems, automation and optimization of processes, analytics, user experience surveys

Engagement

A well-established remote training scheme, regular sessions held on developing business etiquette, speaking skills, communication psychology, and the ability to work in emotionally high-pressure situations



The contact centre is a key link in customer communication with your company.



roscongress.org



delegate@roscongress.org



+7 (495) 640 4440

Our offices: Moscow, St. Petersburg,
Sochi (UTC+3),
Vladivostok (UTC+10)

