

What are miSecretaria and Comtesta?

Customer services for clients, providers or other contacts without the need to support expensive structures, neither in human nor technological resources.

For whom

This services were created for professionals and SME during the working and non working hours.

Service advantages

MiSecretaria / Comtesta offers:

Phone agents with the necessary formation to answer and deal with your calls.

- Phone operators.
- Visits schedule (Health care area, etc.)
- Directions no matter where they are

User can define if all calls, the urgent ones or specific calls only.

- Order requests.
- etc.

Smart Argumental Management system, that allow you to change the protocol in realtime.

Minimum cost/time. MiSecretaria / Comtesta is a service with a quick answer to the demand, with a highly competitive costs.

Here are some of the implemented procedures:

- The service is ordered.
- Insertion of the protocol and frequently asked questions in our website.
- We send you your phone number that is unique.
- Service available and running.

CallTracking management (incoming calls analysis) that allow answering questions like:

Who is calling me?

At what time?

What did they want?

Characteristics of service

- Quick implementation.
- Service non intrusive with the existing technology.
- Multi-language service.
- Working hours flexibility.
- Always available. Our service quality ensures it.
- Statistical support for the incoming and outgoing calls.
- Unification of the communication means in one single point.

MiSecretaria / Comtesta is a service dynamically configurable by you thanks to S.I.G.A. You can tell the system, and by doing that you tell our agents, what kind of support you wish to give in each moment and contact us via SMS, web or by phone.

Adjustable prices. Depending on the number of answered calls plus the amount of transferred calls (always considering the minimal costs that VoIP allows).

Our main goal is to make the best of your company's user-experience.

For further information, please don't hesitate to contact us by the number **902 525160** or by the e-mail **info@gestecom.es** and we'll make a detailed budget for the support you need.