

You can let the pleasant sounds carry you away...
Lift your feet, get comfortable, and devote yourself to the silence, the tranquility.
Listen and realize that it is simply suitable for you.
Allow us to present to you our way and enjoy all we have to tell you and show you.
Teleall – there is an answer to your demands
You can relax...
and enjoy what we have to offer... and to show you.

Teleall Contact Center was founded in 1991. The company supplies varied Contact Center services to leading companies and organizations in all sectors of the economy. The company has more than 1,200 professional service and sales representatives who occupy 600 computerized telephony posts that provide service to you and your clients.

Our knowledge, experience and advanced technological infrastructures create the perfect answer to your needs in the varied marketing, sales and service aspects. Teleall provides vast and varied services, Each one is adapted to your needs and requirements, and operates twenty-four hours a day, 364 days a year. All the services are provided with the support of Teleall's information systems department, thus ensuring data communications, faxes, E-mail and any other required form of communication. Each one of the services places you and your client at the center.

Sales Center

Complete outsourcing for receiving orders and implementing sales via credit card. Experienced sales team with a proven record deal with the client and the order from the moment of receiving the initial call until the supply of the service or product (including the options of sending the product to the client's house, depositing money in your account and capacity to record telephone calls). All you are left with is dealing with the media ...(and the client's complements).

Customer Care Center

A professional team with telephone servicing skills will ensure your client gets the best service and remains satisfied at all times. With us each and every one of your clients will feel like your most important client ... and ours.

Data Center

In Teleall each hour is a working hour. Therefore if the clients are interested in information outside your office's working hours we will provide it at all times, via telephone or a combination of Interactive Voice Response (I.V.R).

Payment Center

We have the layout for accepting all kinds of payments via credit cards, for clients from varied sectors. For instance: collecting water bills and rates for municipalities, .and collecting insurance payments
We insure that all payments will reach you (The headache we keep to ourselves).

Initiated Telemarketing

Our winning Telemarketing department will do all the hard work for you: characterizing target audiences, drafting call texts, putting together a professional sales team, coordinating appointments, analyzing profitability, finalizing telephone deals (capacity for recording calls), producing control and inspection reports. All you are left with is to accept the perfect solution that we have prepared for you, and enjoy the result.

I.V.R - Interactive Voice Response

Teleall has a voice response system capable of dealing with thousands of calls simultaneously, the capability of combining a manned response, and the capacity for initiated calls at a minimal cost .

Secretarial Services

As soon as your office door is shut we open a line for you. All calls reaching your office, beyond working hours, get transferred to us. We will mannerly respond to your clients, receive messages, contact you in urgent cases etc.. An ideal solution for those working without an office.

Internet

Teleall has a designated department for treating and supporting the Internet sites and electronic commerce systems (E-Commerce).

The services supplied by the department include:

- * Supporting, accompanying and instructing your website users via telephone.
- * A center for taking orders and payments as a solution to security problems in the net (credit cards).
- * Call me service.
- * Active support service whereby the operator can control the user's computer online.
- * Access from various interfaces: fax, telephone, mailing and Internet.

In addition, Telall has set up a department dealing with business development in the Internet, enabling you to consult with us on every subject relating to commerce, marketing and service solutions in the net. We guarantee you that with our "Net" you will have no problem catching many goldfish.

Our massive investment in the telephony field: Meridian telephone exchange (Telrad), An I.V.R system (I.T.S. from Algadphone group), database and development environment (Oracle)...

All those, and the existence of our development department, ensure you get a tailor made suit fitting your exact measurements and changing needs.

An experience that is working for you -

Only in Teleall you and your clients can expect a wide knowledge base and a team with many years of experience in operating marketing, sales and telephone services layouts in various forms.

Our future... and yours

Direct marketing, in the various channels (Telephone, Mailing, Internet), has developed in the last few years and became an important and inseparable part of the marketing and advertising world (an annual growth of 35% in the United States). This trend will continue and even increase in the future.

Teleall intends to carry on and be prominent in the outsourcing front of the direct marketing services. And what about you?!

There is room in this list for you too

Celcom, Bezeq International, P&G, Direct Insurance, Eurocom, Bank Ozar Hahayal, National Geographic, Tel-Aviv Municipality, Jerusalem Municipality.