

We provide solutions.

We help you to make your processes more profitable and reduce your costs.

Our objective is
**to help
our clients**
doing tasks that:

1.
Produce
little added
value.

2.
Improve
the quality
of their
service.

3.
Reduce
costs.

4.
Create a
strong
competitive
advantage.

LOGIKA is a service based company specialised in providing solutions that allow administrative processes and customer services to become more profitable through the reduction of operating costs.

To that end, we have a cutting edge business platform, equipped with the latest technology.

We offer top flexibility in our services, being able to offer from a 24 hour coverage 365 days a year to a few hours a week.

LOGIKA can develop its services both on their own platforms

and in our clients offices, transferring personnel with ample experience to suit your needs.

LOGIKA's human team provides more than 10 years of experience and has lead the study, organisation, management, start and monitoring of several Call-Center platforms, from 1 to 150 operators.



We speak for you. We listen for you.



Contact-Center
Telemarketing

Our Customer Service phone platforms, of both outgoing and incoming calls, allow us to help our clients to better the response time answering calls, the efficiency and resolving of those calls, as well as their control.

Among the different channels that LOGIKA works on, we can list the following: 900, 901 and 902 numbers, e-mail, SMS and massive mailing, services on business's corporative extranets, institutions, groupings, etc.





Call-Center and Contact-Center

Receiving inbound calls, which the clients make to a platform and a specific service. It is meant for businesses who need to offer customer service to their clients via 900, 901 and 902 numbers; e-mail, etc.



Multilingual Contact-Center

LOGIKA offers their clients the possibility of getting their calls in a multilingual manner, totally adapting to each service's necessities.



Telemarketing and telesales

We specialise in outbound calls to offer different products and services as quality tracking, conducting surveys, telephone follow-ups, telephone audits, dunning, incidents, complaints and telephone sales (telesales) among others.



Technical assistance service Help-Desk

Phone support with specialised personnel, as much from the client's facilities as from LOGIKA's own platforms.



Arrangement of phone appointments

Thanks to LOGIKA's phone appointment arrangement service, a greater efficiency of time is achieved and especially of the results from the commercial personnel of our clients.



Technical support service

The technical support that LOGIKA offers consists of the immediate resolution of calls of different "levels", with which the unnecessary repetition of calls is avoided, achieving a high satisfaction from our clients.



Customer service to the citizen

Thanks to LOGIKA's service to the citizen, Public Organisms and Institutions better their communication with the citizens, because of the improved accessibility and the longer hours.

Satisfied clients, friend clients.

Our team counts with the knowledge, the experience and the will to always do better when speaking with the clients.



Reception Desk Services Customer Service

We put at the disposal of businesses and institutions qualified personnel and, if necessary, with many spoken languages, to manage the Reception desk service and the Customer service in offices, studies, clinics, etc.



Information Booths

In addition, LOGIKA's personnel have ample formation and count with contrasted experience in customer assistance, client, citizen, etc.

Manipulating documentation is not always profitable.



Administrative Tasks

Day by day the number of businesses that subcontract the management of everyday activities grows. This is called outsourcing.

Our Management of administrative tasks service is made up of professionals who specialise in the processing of any kind of

documentation with which businesses and institutions work.

These tasks can range from the mere scanning of a document, or the entire management of the administrative tasks for a warehouse, to checking the dispatch notes and receipts, collation of stock, or the recording of data in any format.

We generate commercial opportunities and close sales.



Task-Force

In LOGIKA we have plenty of experience in directing sales teams, and so we provide a Task-Force team specialising in Telemarketing.

We also provide our clients with Account Executives, Sales Consultants, Stand Commercials, etc.

All our team have extensive training and a solid understanding of Sales and Direct Marketing Techniques. We also offer a door to door sales service.

This service's objective is that our clients leave the last step of their product's sale to us, with the intention of getting better results.



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