

FuzulEv is a well-established and robust company that works within Fuzul Grup. Thanks to its entirely interest-free and secure payment system, it is an institution with more than 40 branches throughout Turkey which witnesses the happiness of being a homeowner for tens of thousands of families. They provide assistance in both information and after-sales support at all stages from the first contact of the customers to the last residence delivered.

Customer Needs

To increase efficiency in the contact center

To support their customers through many communication channels with web service integration.

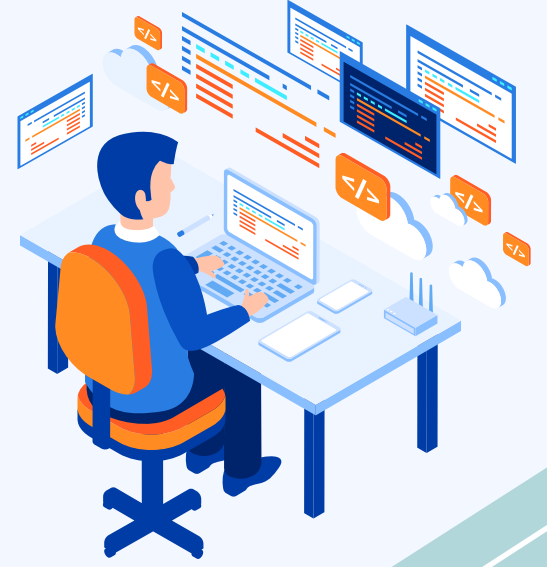
To provide customized service to the customer by making the most of their CRM screens.



Our Solutions

We have provided a web service infrastructure that can communicate with the software they use. Thanks to our solution, they began to react quickly to the customers who fill out the form anywhere in Turkey through the website or social media.

Web service infrastructure



Thanks to our SMS and e-mail channels, they started to communicate with their customers not only by voice but also by written channels. This contributed to their excellent marketing activities.

Sms & email channels

Rapid feedback

Together with Tegsoft, they began to return to the customer's call back request coming from the website, e-mail, or social media in an average of 1 minute. They started to receive positive feedback from their customers with their quick return.



Detailed customer information screen

Using Tegsoft's detailed information screen, it was possible to view the contact history instantly. Thanks to the automatic opening of the contact card as soon as a call is received from the customer. The agents have information about previous conversations and customer requests. In this way, they began to provide faster and professional and customized service to the customer.

