



IDAL

INVEST IN LEBANON

**DIRECTORY OF
CALL CENTERS
IN LEBANON**



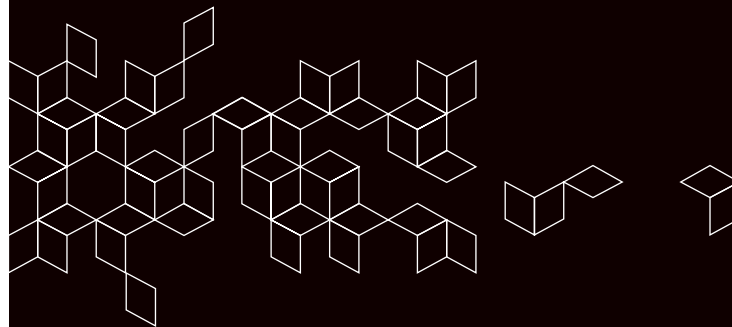
BACKGROUND

This directory will provide you with basic information on the call centers available in Lebanon. It aims to provide companies and investors wishing to outsource their activities to specialized centers in Lebanon with accurate and relevant information for a successful business partnership. The basic scope of information in this directory covers contact information, area of expertise, number of employees, and languages.

*If you wish to know more about IDAL's incentives and services, refer to our website **www.investinlebanon.gov.lb***

*For assistance please contact our sector experts at **invest@idal.com.lb***

CALL CENTERS



B Contact

- **Date of Establishment:** 2012
 - **Services & Area of expertise:** Client services, telesales, inbound and outbound calls for BtoC and BtoB markets. Consultancy and training for Call centers. Industries: Insurance, Press, Automotive, Industry, Pharmaceutical, Real Estate, Entertainment, Other
 - **No. of Seats:** 25
 - **Languages:** All European Languages & Arabic
 - **Contact Person:** Clarisse Tannoury, General Manager / Fabrice Pery-Kasza, CEO
 - **Address:** Centre Tivoli, Broumana, Mount Lebanon, Lebanon
 - **Phone:** +33 6 08 65 13 70 Clarisse Tannoury / + 33 6 61 56 22 17 Fabrice Pery-Kasza
 - **Email:** ctn@bcontacts.fr - fpk@bcontacts.fr
 - **Company's website:** www.bcontacts.fr
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Call Center International

- **Date of Establishment:** 2009
- **Services & Area of expertise:** Sales and Marketing, Customer Care
- **No. of Seats:** 250
- **Languages:** English, French & Arabic
- **Contact Person:** Joseph Obeid, General Manager
- **Address:** 2nd Floor, Botrys Bldg, Main Road, Batroun, Lebanon
Developers Tower New Jdeidi St., 11th and 13th floors, Beirut, Lebanon
- **Phone:** 961 3 081110 - 961 6 740423
- **Fax:** 961 6 740423
- **Email:** joe.obeid@ccintl.cc
- **Company's website:** www.ccintl.cc

Double U

- **Date of Establishment:** 2007
 - **Services & Area of expertise:** Sales, Marketing, Customer Care
 - **No. of Seats:** 50
 - **Languages:** English, French & Arabic
 - **Contact Person:** Youssef Adel Nabi, Call Center Manager
 - **Address:** Azarieh Bldg., Block 3, 3rd Floor, Emir Bachir Street, Beirut, Lebanon
 - **Phone:** 961 3 061306 - 961 1 988883 ext. 9687
 - **Email:** youssef@doubleu.mobi
 - **Company's website:** www.doubleu.mobi
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E2M Contact Center

- **Date of Establishment:** 2009
- **Services & Area of expertise:** Customer Relation Management, Front end and Back end Customer Service, Telemarketing, Telesales, Lead Generation, Data profiling, Customer satisfaction, Market segmentation, Surveys.
- **Languages:** English, French, Arabic, Kurdish
- **Contact Person:** Jad Atallah / Christian Bejjani
- **Address:** C.E.T. Building, Ground Floor, Sector 1 – St. 51, Al Mountazah Beit Mery - Beirut, Lebanon
- **Phone:** 961 4 532829 - 961 3 321426 - 961 3 076609
- **Fax:** 961 4 532830
- **Email:** jadatallah@e2mobile.org - christian.bejjani@e2mobile.org
- **Company's website:** www.e2mobile.org

Hill Marson

- **Contact Person:** Ghassan Hajjar
- **Phone:** 961 1 485086 - 961 3 823519
- **Email:** ghassan.hajjar@wanadoo.fr

ICC (International computer & communication system)

- **Contact Person:** Bushra Itani Issa / Wajdi Ghanem
- **Address:** Kawthar Bldg., Embassies Str., Bir Hassan, Beirut, Lebanon
- **P.O.Box:** 13-6007, Beirut 1102-2090 Lebanon
- **Phone:** 961 1 822229
- **Fax:** 961 1 839306
- **Email:** bushrai@icc.com.lb - wajdigh@icc.com.lb

JANA Call Center

- **Date of Establishment:** 2009
- **Services & Area of expertise:** Sales and Marketing, Customer Care, Technical Support
- **Languages:** English, French & Arabic

- **Contact Person:** Diab Abou Jahjah, General Manager
- **Address:** Minkara Building, 4th Floor, Clemenceau Street, Hamra District, Beirut, Lebanon
- **P.O.Box:** 17-5002 Beirut, Lebanon
- **Phone:** 961 1 365703 - 961 70 023702
- **Fax:** 961 1 365704
- **Email:** gm@janacc.com - dyababoujahjah@gmail.com.lb
- **Company's website:** www.janacc.com

LIBACOM

- **Date of Establishment:** 2009
- **Services & Area of expertise:** Customer Care, Technical Support, Sales, Surveying, secretarial services, CRM Support
- **No. of Seats:** 48

- **Contact Person:** Alain Ballan, CEO
- **Address:** 7th Floor, Kalotte Building, Badaro, Beirut, Lebanon
- **Phone:** 961 1 384177 - 961 71 959414
- **Email:** info@libacom.com - ab@libacom.com
- **Company's website:** www.libacom.com

MidEast Assistance International

- **Date of Establishment:** 2001
 - **Services & Area of expertise:** CRM consulting
 - **No. of Seats:** 10
 - **Languages:** English, French & Arabic
 - **Contact Person:** Habib Aoude, Managing Partner
 - **Address:** 3rd floor, Raidi Bldg, Off Highway dbayeh, Mount Lebanon
 - **Phone:** 961 4 548300 - 961 3 658547
 - **Fax:** 961 4 548301
 - **Email:** haoude@mideast-assistance.com - info@mideast-assistance.com
 - **Company's website:** www.mideast-assistance.com
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Smart Source

- **Date of Establishment:** 2010
- **Services & Area of expertise:** Sales and Marketing, Customer Care, Technical Support, Transaction Processing, Finance and Accounting, CRM consulting (HR, strategic planning, process support)
- **No. of Seats:** 50
- **Languages:** English, French & Arabic
- **Contact Person:** Majid Khoury, Founder/CEO
- **Address:** Narymane Chalouhi Bldg, 3rd Floor, Sin El Fil Blvd, Beirut, Lebanon
- **Phone:** 961 1 500404 - 961 70 252629
- **Fax:** 961 1 500454
- **Email:** majid.khoury@smartsources.me
- **Company's website:** www.smartsources.me

Teleperformance

- **Date of Establishment:** 2000
 - **Services & Area of expertise:** Sales and Marketing, Customer Care, CRM support, Visa application and biometric data collection services, including provision of information services and back office processing tasks
 - **No. of Seats:** 250
 - **Languages:** English, French & Arabic
 - **Contact Person:** Wadad Karam, General Manager
 - **Address:** Sin El Fil, Beirut Echocard Street, Agility Building
 - **P.O.Box:** 11-731
 - **Phone:** 961 1 511422 - 961 3 893752 - 961 3 833695
 - **Fax:** 961 1 511426
 - **Email:** lebanon@teleperformance.com - wkaram@tpleb.com
 - **Company's website:** www.teleperformance.com
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TeleSupport International

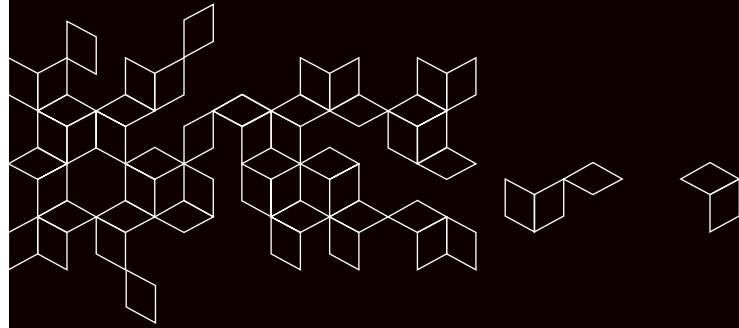
- **Date of Establishment:** 2002
- **Services & Area of expertise:** Customer Care, Sales and Marketing, Market research
- **No. of Seats:** 111
- **Languages:** English, French & Arabic
- **Contact Person:** Tony Mouawad, General Manager
- **Address:** Plaza Center, Block D, Bsalim Main Road, Jal El Dib
- **P.O.Box:** 17-5002 Beirut, Lebanon
- **Phone:** 961 4 727700
- **Fax:** 961 4 723015
- **Email:** t.mouawad@itg.com.lb - support@telesupport-int.com
- **Company's website:** www.telesupport-int.com

Total Care

- **Date of Establishment:** 2007
- **Services & Area of expertise:** Customer care
- **No. of Seats:** 60
- **Languages:** English, French & Arabic

- **Contact Person:** Toufic Jomaa, COO
- **Address:** 9th florr, Mardidni Center, Sin El Fil Highway, Beirut, Lebanon
- **P.O.Box:** 90-412 Jdeidet El Metn, Lebanon
- **Phone:** 961 1 488481
- **Fax:** 961 1 488482
- **Email:** toufic.jomaa@tcl.com.lb - info@tcl.com.lb
- **Company's website:** www.tcl.com.lb

OTHER BPO SERVICES



Kabbara & Associates

- **Date of Establishment:** 2001
- **Services & Area of expertise:** Management & Financial Consultancy service
- **No. of Employees:** 12

- **Contact Person:** Fawzi Kabbara, Executive Director
 - **Address:** Kajak Bldg, 5th Floor, UNESCO, Beirut, Lebanon
 - **Phone:** 961 3 329945 - 961 1 803112
 - **Email:** info@kabbaraassociates.com
 - **Company's website:** www.kabbaraassociates.com
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Capital Outsourcing Consulting Services

- **Date of Establishment:** 2006
- **Services & Area of expertise:** IT Professional Services, IT System Integrator, Cloud Services and Enterprise Solutions
- **No. of Employees:** 20

- **Contact Person:** Khalil Harfouche, General Manager
- **Address:** Charles Malek Avenue, Ashrafieh, Beirut, Lebanon
- **Phone:** 961 1 208258
- **Email:** khalil.harfouche@c-o.com
- **Company's website:** www.capital-telecom.net





CONTACT US

If you require any further information on Investing in Lebanon or on the services IDAL can offer you, please do not hesitate to contact us at the following:

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Beirut, Lebanon
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invest@idal.com.lb

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