



DIRECTORY OF CALL CENTERS IN LEBANON

► 2018





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

CALL CENTER INTERNATIONAL

- **Date of Establishment:** 2009
- **Services & Area of expertise:** Sales and Marketing, Customer Care
- **No. of Employee:** 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 6 740423
- **Fax:** 961 6 740423
- **Email:** joe.obeid@ccintl.cc
- **Company's website:** www.ccintl.cc

CAPITAL OUTSOURCING

- **Date of Establishment:** 2006
- **Services & Area of expertise:** BPO, ITO
- **No. of Employee:** 30
- **Languages:** English, French, Arabic
- **Contact Person:** Mario Saradar, Samer Hanna/ Chairman - CEO
- **Address:** Charles Malek Avenue, Achrafieh, Beirut, Lebanon
- **Phone:** 961 1 208258
- **Fax:** 961 1 208 292
- **Email:** samer.hanna@c-o.com
- **Company's website:** www.c-o.com

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.
- **No. of Employee:** N/A
- **Languages:** English, French, Arabic, Kurdish
- **Contact Person:** Roy Tanios, Contact Center Director
- **Address:** C.E.T. Building, Ground Floor, Sector 1 – St. 51, Al Mountazah Beit Mery - Beirut, Lebanon
- **Phone:** 961 4 532829
- **Fax:** 961 4 532830
- **Email:** info@e2mobile.org
- **Company's website:** www.e2mobile.org

ICC (INTERNATIONAL COMPUTER & COMMUNICATION SYSTEM)

- **Date of Establishment:** 2007
- **Services & Area of expertise:** Computer Hardware and software development/ solutions/ Trading & maintenance, UPS systems, Information Technology consultants
- **No. of Employee:** 210
- **Languages:** English, French, Arabic
- **Contact Person:** Bushra Itani Issa, General Manager
- **Address:** Jnah, Embassies Street, Kawthar bldg Beirut, Lebanon
Sin El Fil, Hibri Building, 3rd floor, Beirut, Lebanon
- **P.O.Box:** 13-6007, Beirut 1102-2090 Lebanon
- **Phone:** 961 1 822229
- **Fax:** 961 1 839306
- **Email:** bushrai@icc.com.lb
- **Company's website:** www.icc.com.lb

MIDEAST ASSISTANCE INTERNATIONAL

- **Date of Establishment:** 2001
 - **Services & Area of expertise:** Assistance Services, Call Center and Customized CRM Solutions and Crisis Management Plans for the Medical and travel insurance sectors
 - **No. of Employee:** 10
 - **Languages:** English, French, Arabic
 - **Contact Person:** Habib Aoude, Managing Partner
 - **Address:** Ready bldg, 3rd & 4th floors Dbayeh off highway Road 56 Mount Lebanon, 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, technical support)
- **No. of Employee:** 40
- **Languages:** English, French, Arabic
- **Contact Person:** Majid Khoury, Founder and 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, with expertise in visa application and biometric data collection services, including provision of information services and back office processing tasks
 - **No. of Employee:** 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 833695
 - **Fax:** 961 1 511426
 - **Email:** wkaram@tleb.com - lebanon@teleperformance.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, Business Development and Customer Survey.
- **No. of Employee:** 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 - 961 71 401117
- **Fax:** 961 4 723015
- **Email:** t.mouawad@itg.com.lb - support@telesupport-int.com
- **Company's website:** www.telesupport-int.com



CONTACT US

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