



Grow Thru **Simplicity**

## Contact Center Solutions

RELIABLE | CUSTOMIZED | MULTILINGUAL SUPPORT

We are your turnkey, managed service provider for contact centers. We handle all aspects of customer service so you can focus on your core business. Just tell us the problem you need to solve, the number of agents required, and we will build, manage, and deliver tailored solutions to meet your specific needs.

### EXPERIENCE THE FORTUNA ADVANTAGE

When you partner with Fortuna for your Contact Center needs, you unlock a competitive edge through:



#### Comprehensive Communication Channels

Our contact center solutions encompass text, messaging, phone, and email channels to enable effortless customer interactions.



#### Diverse Expert Teams

Our experts come from various backgrounds, bringing a wide range of skills and perspectives to the table.



#### Expertise and Customization

We take the time to thoroughly understand your processes, systems, and goals to craft customized solutions that perfectly align with your needs.



#### Streamlined Operations

By eliminating redundancies and implementing efficient workflows, we help your business run more smoothly, saving time and resources.

#### CERTIFICATIONS:



- DVBE – CA
- HUB – NC
- VBE – OH

#### NAICS CODES:

- 541611
- 541690
- 541612
- 561320
- 561330
- 561311
- 561312
- 541519
- 541613
- 541512
- 541511
- 541990

#### DUNS NUMBERS:

- CAGE: 761D5
- NY SDVOB: 181748
- SB/DVBE: 1785679
- CMAS [IT]: 3-15-70-3174A
- ITMSA [TIER 2]: 5137002-098
- UNIQUE ENTITY ID: NQLLGR6JHN17

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## KEY FEATURES AND BENEFITS



### People-First Approach

We prioritize the well-being of our team members, empowering them to deliver exceptional customer service on your behalf.



### Tailored Solutions

Our tailored solutions ensure seamless integration and efficient operations, maximizing your productivity and customer satisfaction.



### Rapid Deployment

We pride ourselves on our ability to assemble expert teams quickly and efficiently. When it comes to contact center solutions, time is of the essence.



### Multilingual Support

With our multilingual support across four continents and 12 languages, we break down language barriers and provide exceptional service to customers.



### Customer Centric Approach

We aim to create a positive emotional connection with customers by going the extra mile to exceed their expectations.

## WHY CHOOSE US

We serve a diverse range of markets, from corporate enterprises to government contractors and businesses of any size. No matter what the business, Fortuna is here to help you **grow thru simplicity**.



### Medical & Healthcare Institutions

We help medical & healthcare institutions face any problem when it comes to scaling and optimizing operations.



### Government Agency

Fortuna is committed to helping government contractors fill gaps and achieve their unique project goals.



### Small & Large Business

For small and large businesses looking to fill a specific gap, our team of skilled professionals can help solve any business problem.



### Corporate Enterprise

From on-demand scaling to sourcing diverse talent, our solutions empower corporate enterprises to achieve each of their unique goals.

***We simplify your path to success!***

## CONTACT US



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Visit our website at  
**gofortuna.com**  
Or scan the QR code

