



**A major challenge for all companies in the area of customer care is the recruitment of staff with general and specific knowledge of Bingo. Many companies end up with over-sized teams just to be able to serve their customers.**

For many years, Besedo has provided a wide range of services to the on-line Bingo business, ranging from the operation of small-scale customer care to the management of entire operations. This extensive experience has helped us gain in-depth insight of the crucial focus areas and detailed industry knowledge.

### **On-demand capacity for online Bingo**

Besedo can function in an on-demand capacity and competence. Whether the need is seasonal growth or fluctuates on a day-to-day basis, you will only pay for the resources specific to your needs.

The provision of effective service to customers should be as much about selling as it is about helping. Professional customer service should always be available, easily accessible, demonstrate an understanding of customer problems and help to solve these efficiently.

### **Solutions for online companies**

Besedo has been operating services for online-based companies since 2002. All of our operations are offered in 14 different languages and additional languages can be provided on request. We have hubs in Sweden, Malta and Malaysia and can thus operate 24/7. The company's headquarters is based in Stockholm, Sweden.



### **Game related products**

- Chat Hosting
- Chat Moderation
- Customer Care
- Player Retention
- Fraud and abuse management
- Moderation of online content

### **For more information**

Please call +46 8 522 371 00 or contact your personal Besedo account manager. Offices in Malaysia, Malta and Sweden.

[www.besedo.com](http://www.besedo.com)