DirecOne

DirecOne International Interaction Center

A Member of The Gillette Group of Companies

Our Roots

○ DirecOne began in May 2000 as a joint partnership with a Canadian company.

○ In our first 3 years, we grew to over 800 FTEs and 1000+ employees.

○ Our initial client list included CompuCredit, Discover Card, AT&T, Sprint, AOL, Scotiabank, and Cable & Wireless.

About Us

DirecOne, a member of The Gillette Group of Companies, is an omni-channel contact center located in Trinidad and Tobago.

Our Primary Services

Omnichannel Customer Experience

Customer Care and Account Management
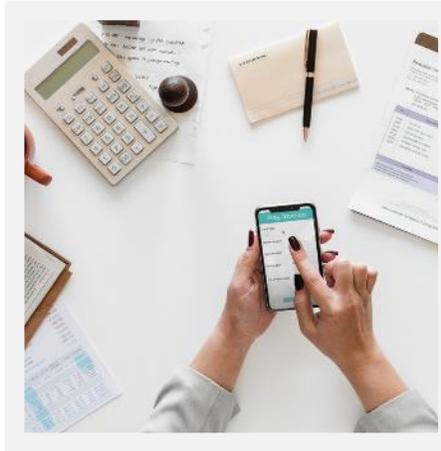
Social Media Platform Engagement
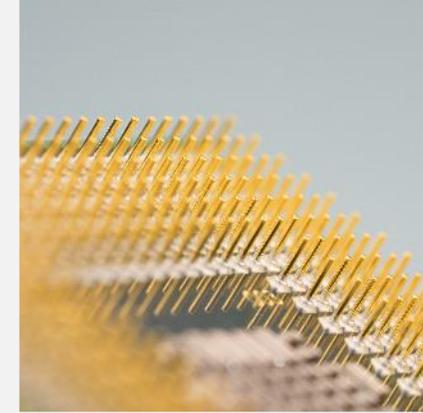
Chat, Email and Phone Tech Support

Direct Marketing e.g. Tele-sales, Email, SMS

Our Experience

Over 20+ years serving banks, hospitality, governmental, retail, and tech industries

DirecOne Clients

International/ US Client List (Past/ Present)

- Comcast (Internet)

- Rogers@Home (Internet)

- Citadel (Membership)

- AOL-Talk.com, AOL (Long Distance, Internet)

- Sprint (Third Party Verification, Customer Care)

- 1st Choice – CPC (Membership & Credit Card)

- CINGULAR via Optima (Cellular)

- American Savings Discount Club (Membership)

- Discount Club (Membership)

- CCA (Membership)

- Titanium Financial Services (Membership)

- Cross Media (Magazines)

- Member Works (Membership)

- Voice Mail (Telecom Feature)

- AT&T Wireless (Cellular)

- RAMADA (Vacation Time Share)

- Dish Network (Cable TV)

- Reed Business Information (Controlled Circulation)

DirecOne International
Interaction Center

DirecOne Clients

International/ US Client List Continued

- CompuCredit (Credit Card)

- Discover (Credit Card)

- Advantage Capital (Debit Card)

- Intersections (Membership)

- Cable Guide (Cable Guide Magazine)

- Key Financial (Debit Card)

- US Telepage (Voicemail)

- Account Guard (Credit Card Insurance)

- Encore – Chase Manhattan Bank (Shopper's Network, Credit Manager, Traveler)

- Pacific Monarch Resorts

- Spinnaker Resorts

- French Quarters Resorts

- IDS Cellular

- Titanium Financial Services (Membership)

- Cahners (Magazine Subscription)

- K-swiss (Retail)

- EDU (Education)

- Online Yellow Pages (Membership)

DirecOne International Interaction Center

Thank You

🌐 http://www.direcone.com