



IDAL

INVEST IN LEBANON

**DIRECTORY OF
CALL CENTERS
IN LEBANON**

2016



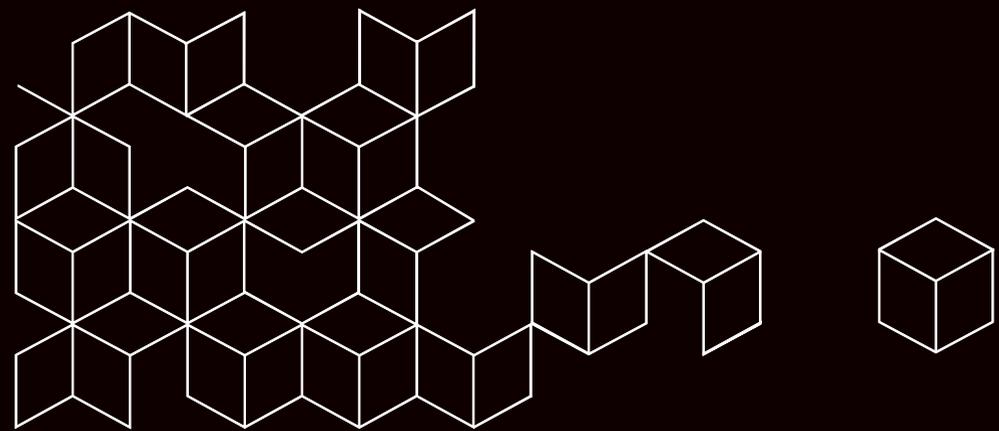
BACKGROUND

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 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 6 740423
- **Fax:** 961 6 740423
- **Email:** joe.obeid@ccintl.cc
- **Company's website:** www.ccintl.cc

Capital Outsourcing

- **Date of Establishment:** 2000
- **Services & Area of expertise:** IT Professional Services, IT System Integrator, Cloud Services and Enterprise Solutions
- **No. of Seats:** 20
- **Languages:** N/A
- **Contact Person:** Mr. Harfouche, General Manager
- **Address:** Tabaris Center 6th Floor, Lebanon Street, Tabaris Achrafieh, Beirut, Lebanon
Postal Code: 2061 0001
- **Phone:** 961 1 208258
- **Fax:** 961 1 208 292
- **Email:** Khalil.harfouche@c-o.com
- **Company's website:** www.c-o.com

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

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 Seats:** N/A
- **Languages:** English, French, Arabic, Kurdish
- **Contact Person:** Roy Tarios, 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:** 1984
- **Services & Area of expertise:** Customer Relation Management
- **No. of Seats:** N/A
- **Languages:** N/A
- **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 - info@icc.com.lb
- **Company's website:** www.icc.com.lb

LIBACOM

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

Kabbara & Associates

- **Date of Establishment:** 2001
- **Services & Area of expertise:** Management & Financial Consultancy service with focus on business & strategic planning, feasibility studies, market research, project management, HR management, ISO consulting & corporate social responsibility
- **No. of Seats:** 12
- **Languages:** N/A
- **Contact Person:** Fawzi Kabbara, Executive Director
- **Address:** Kojok Building 5th Floor, Above Bank Libano-Francaise, Saeb Salaa Rd, Beirut, Lebanon
- **Phone:** 961 3 329945 - 961 1 803112
- **Fax:** 961 1 803112 – Ext. 104
- **Email:** info@kabbaraassociates.com
- **Company's website:** www.kabbaraassociates.com

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 Seats:** 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

SharpTag

- **Date of Establishment:** 2011
- **Services & Area of expertise:** Software & Web application, Cloud Application, SaaS, Mobile Application, Content Management, System Development, Quality Assurance and QA Automation
- **No. of Seats:** N/A
- **Languages:** N/A
- **Contact Person:** N/A
- **Address:** Beirut, Lebanon
- **Phone:** N/A
- **Fax:** N/A
- **Email:** info@sharptag.com
- **Company's website:** www.sharptag.com

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 Seats:** 50
- **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

Strategic Outsourcing Services

- **Date of Establishment:** 2011
- **Services & Area of expertise:** Human Resources Consultancy and Recruitment, Administrative and Procurement subcontracting.
- **No. of Seats:** N/A
- **Languages:** N/A
- **Contact Person:** N/A
- **Address:** Horch Tabet, Lebanon
- **Phone:** 961 3 657 424 - 961 3 813 348
- **Fax:** N/A
- **Email:** contactus@strategicoutsourcing.co
- **Company's website:** www.strategicoutsourcing.co

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 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 833695
- **Fax:** 961 1 511426
- **Email:** wkaram@tleb.com - lebanon@teleperformance.com
- **Company's website:** www.teleperformance.com

TeleSupport International

- **Date of Establishment:** 2002
 - **Services & Area of expertise:** Customer Care, Sales and Marketing, Market Research, Business Development and Customer Survey.
 - **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 - 961 71 401117
 - **Fax:** 961 4 723015
 - **Email:** t.mouawad@itg.com.lb - support@telesupport-int.com
 - **Company's website:** www.telesupport-int.com
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Total Care

- **Date of Establishment:** 2007
- **Services & Area of expertise:** Customer Care with focus on healthcare insurance, workmen's compensation, motor-related injury and expatriate claims
- **No. of Seats:** 60
- **Languages:** English, French, Arabic
- **Contact Person:** Toufic Jomaa, COO
- **Address:** 9th floor, Mardidni Center, Sin El Fil Highway, Beirut, Lebanon
- **P.O.Box:** 90-412 Jdeidet El Metn, Lebanon
- **Phone:** 961 1 488481 - 961 3 404047
- **Fax:** 961 1 488482
- **Email:** toufic.jomaa@tcl.com.lb - info@tcl.com.lb
- **Company's website:** www.tcl.com.lb



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:



/InvestInLebanon



@Invest_Lebanon



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T +961 (1) 983306/7/8
F +961 (1) 983302/3



invest@idal.com.lb
export@idal.com.lb



Lazarieh Tower, 4th Floor,
Emir Bechir Street,
Riad El-Solh, Beirut, Lebanon
P.O.Box: 113-7251
www.investinlebanon.gov.lb

