

Zain Nigeria's call centre commences operations

ABUJA: The newly built call centre established by Zain Nigeria in Abuja has commence operations. The facility has started taking calls from customers and plans to be formally commissioned in the coming weeks.



The telecoms operator has recruited over 700 young graduates to operate the digitalised call centre in a bid to increase its service level and further boosts its average-speed-of-answer (ASA) to customers' requests.

The new facility, which is estimated at about US\$25 million, aims to revolutionalise customer service delivery in Nigeria's telecommunications landscape by providing speedy solutions to its customers.

Thisday readers, in a poll, rated Zain as the Most Consumer-centric Network, citing its free customer care line and excellent handling of customer complaints.

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