

Loreto Consulting is a Minority owned, HUBZone and VA SWaM certified business dedicated to providing sound, superb and timely solutions and advice on strategic issues and challenges. Loreto Consulting provides it's customers with highly skilled and experienced professionals dedicated to the very best support available on all different types of projects.

Headquartered in Leesburg, VA, Loreto Consulting offers contact center, service desk, customer experience and staff augmentation for Government and Corporate clients.

CORE COMPETANCIES

Contact Center Solutions

LC provides an omnichannel support contact center, suited for all types of organizations. Whether you are looking to outsource your entire call center operation, or needing assistance managing your own, we have you covered.

- Omnichannel support: voice, chat, email, fax, SMS text and social media
- Secure cloud based solutions by trusted industry leaders
- CRM implementation
- Knowledgebase Management
- Workforce Management
- Training, Quality Assurance and Content support

Customer Experience (CX)

LC partners with organizations in helping them understand their customers. How your customers view your service is critical to success. Our approach takes guessing out of the equation.

- Comprehensive Customer Experience review
- Customer Journey Mapping
- Operational Review
- CX Improvement and Implementation
- CSAT Implementation

Staff Augmentation

Unlike other companies, LC solely focuses on contact centers. With years of contact center experience, we provide you with highly qualified candidates, ready to support your companies vision.

- Talented pool of candidates within our database
- Utilization of industry leading recruitment sites
- Tailored interview and assessment process, aligning with your company goals
- Temp to hire and direct hire
- Full spectrum call center staffing services

Pertinent Codes

561421	Telephone Answering Services
561320	Temporary Staffing Services
541618	Other Management Consulting Services
541690	Other Scientific & Technical Consulting Services
561422	Telemarketing Bureaus and other Contact Centers
561110	Office Administrative Services
541611	Administrative Management and General Management Consulting Services
541990	All Other Professional, Scientific & Technical Services

Certifications

HUBZone Certified
VA SWaM Certified #806642

DUNS

079780076

Cage Code

7CGK4



For More Information

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