

Infocredit Group's "Call Centre Cyprus" Secures ISO 18295-1 Certification, Expanding Its Achievements



Infocredit Group's "[Call Centre Cyprus](#)" continues its streak of success, recently achieving **ISO 18295-1 certification** for **Customer Relationship Management (CRM) systems**. This significant milestone follows the company's winning at the prestigious [Cyprus Customer Excellence Awards 2023](#), where they secured the Gold award for "Best Contact Center."

Call Centre Cyprus is a trusted partner for both public and private organizations that specializes in providing high-quality customer service solutions. The **ISO 18295-1 certification** underscores Call Centre Cyprus's dedication to providing superior customer service and its commitment to understanding customer needs, building strong relationships, and ensuring customer satisfaction. By **optimizing operations** and **refining every customer interaction**, the certification affirms the organization's ability to deliver consistent, high-quality service across all touchpoints.

"We are extremely proud to share our ISO 18295-1 certification. At Call Centre Cyprus, we are dedicated to providing outstanding customer experiences. This certification strengthens our commitment to delivering top-tier service to our clients. We are confident that our compliance with ISO 18295-1 will further elevate our ability to meet our customers' ever-changing needs and contribute to our ongoing success" stated Mrs. Irene Kringou, Senior Debt Collection & Call Centre Manager.

Mr Nicos Tsivgoulis, Senior Contact Center Manager, stated "This certification highlights our commitment to implementing effective technical systems to the new era of AI systems and chatbots. Combined with our recent Gold award, it reinforces our position as a leading provider of exceptional customer service in Cyprus."

Call Centre Cyprus is ready to respond promptly to any business need. With a focus on professionalism, kindness, and dedication, the team consistently strives to exceed client expectations.

For more information regarding our Call Centre Services please click [here](#) or contact us at info@callcentercyprus.com

About Infocredit Group

[Infocredit Group](#) is a leading provider of business intelligence and risk management solutions, specializing in Credit Risk, AML/CTF compliance, Due Diligence, KYC, and Cybersecurity.

For over 50 years, it has helped businesses manage risks from credit exposure and regulatory compliance with innovative, API-driven, cost-effective solutions tailored to their needs.

The company's expert team offers cutting-edge services in Credit Risk Management, Debt Recovery, Fraud Prevention, ID Verification, ESG, and Cybersecurity. With offices in Cyprus, Malta, the UK, and UAE, and a presence in Greece, the US, Canada, and Ireland, Infocredit Group serves the international market with efficiency and expertise.