

To Whom It May Concern,

I am writing on behalf of **Dormeo Home SRL, Romania**, to confirm our collaboration with **ICS TOP SHOP STUDIO MODERNA SRL, Moldova**, in the field of outbound call center services during the period **2022–2023**. The cooperation focused on outbound sales campaigns aimed at promoting and selling consumer products.

Throughout this engagement, ICS TOP SHOP STUDIO MODERNA SRL consistently demonstrated professionalism, efficiency, and dedication. Their call center team, successfully managed outbound sales interactions, delivering strong conversion results and contributing directly to our commercial performance.

Key highlights of their performance include:

1. **Effective outbound sales campaigns** — achieving and often exceeding sales targets and KPIs, thus supporting our growth objectives.
2. **Professional and multilingual operators** — the team worked fluently in Romanian, ensuring excellent communication with our customers.
3. **Operational reliability** — all tasks were executed within agreed deadlines, and service levels were consistently met or exceeded.

Our collaboration with ICS TOP SHOP STUDIO MODERNA SRL proved instrumental in strengthening our commercial operations in the region. Based on this successful cooperation, I have no hesitation in recommending them for future call center or outbound service projects requiring professionalism, capacity, and measurable results.

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17.09.2025

DORMEO HOME SRL
Elena Sirbu
Director General