

OUR SERVICES

OUR PEOPLE. OUR LOCATION. YOUR GROWTH

Your customers want answers and deserve the best service. We attend to your clients' needs while providing you with the most effective communication options available. Our team is driven by your success.

CUSTOMER CARE

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New customer acquisition is costly. That is why our customer care solutions focus on providing the highest quality service. For us, every caller is important.

TECHNICAL SUPPORT

Our team of bilingual agents understand the cultural and regional differences between the US and the Hispanic market, making each caller comfortable with their agent and acting as an extension of your brand.

SALES SUPPORT

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Whether you are launching a new financial service, wireless package, or consumer product, our team is ready to help. We offer comprehensive bilingual sales support to help you grow your business.

Every business is unique. That is why we tailor our services to meet your needs. We work to understand your challenges, and, together, design a campaign to support your revenue targets, or political elections results.

TECHNICAL SUPPORT

When frustrated customers call for help, they expect answers. Our advanced training program is designed to understand your product or service and resolve technical support calls quickly and effectively.

With our modern facilities and communication systems, we connect with your existing infrastructure and provide support through VoIP or live chat; making an agent easily accessible to your customers.

Our systems are built to easily integrate with yours, allowing our agents to communicate directly with your staff. Our team becomes an extension of your business process, further reducing the time from first contact to resolution.



"WE ARE UNIQUE IN
OUR FIELD, EFFECTIVE
IN OUR APPROACH."

INDUSTRY EXPERIENCE

TELECOMMUNICATIONS

With sales support, we provide leading wireless telephone companies telemarketing and lead generation services.

Our technical and customer care support teams provide quality services ranging from activations to answering questions about service plans in addition to equipment related questions.

HEALTHCARE

We help your customers understand the complex healthcare terminology. Our caring team of professionals explain complex health issues in plain English.

We also provide hospital assistance with post-care surveys and follow up outreach programs.

CONSUMER GOODS

Our team provides sales support to several leading online retail stores, offering assistance with everything from making purchases to answering questions about your e-commerce site. We are available 24 hours a day to manage live chat platforms and answer calls; making it easy for your customers to buy, providing them with a unique customer experience.

"TREATING YOUR CUSTOMERS LIKE OUR OWN"

FINANCIAL & INSURANCE SERVICES

In the highly competitive financial services industry, customer retention and management is often key to a successful new product. We help you retain your current customers, and acquire new ones through effective telephone sales and post-sale support for consumers, agents, and corporate customers.

By treating your customers like our own, we help reduce the cost of new customer acquisition, and increase your customer's loyalty. Our experienced team understands the complex differences between consumer and commercial market segments, and helps you tailor the campaign you need to achieve optimal results.



CALL US TODAY

Visit us online, or call our office to learn more about our services, and discuss your specific needs. We look forward to helping you grow your business.

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