Mexican company with **more than 20 years of experience offering more than 3,800 bilingual people in interpretation services**

with many interpretation companies and final customer, and more than 4,300 agents supporting the traditional call center solution.

We offer our agents 24x7 for your company serving from Mexico (Nearshore / Offshore) at a fraction of the price of the US / Canada or Europe.

Additionally, we cover traditional Call Center solution like Collection Services, Customer Service, Tele sales, Customer Retention, Technical Help Desk, Back Office and Middle Office, through any channel (telephone, chat, social networks, mobile terminals, ...) on the Client's platforms or on our own platforms integrating with the end customer:

* Inbound Solutions via phone, chat, social media, applications and email:
  + Customer Care
    - * Marketing support, including reporting
      * Directing and delivering information
      * Providing responses for order taking and processing
      * Answering FAQs
      * Helping clients use websites and connect to business services
      * Understanding transportation logistics and giving directions
      * Providing product or service information
      * Handling store or office complaints
      * Issuing credits and refunds
      * Providing retail support
      * Reporting a quiz answer score and contest information
      * Gathering information for insurance claims
      * Responding to emails immediately
      * Property Maintenance Requests
  + Lead Response Management
  + Reservation Services
  + Appointment Setting
  + Order Taking
  + Technical Support level 1 & 2
  + IVR solutions response
  + Collections
  + Healthcare verification support
  + Billing support
  + Emergency & Disaster Calls
  + Wireless Call Centers Support
  + Virtual Assistants
  + Social Media Monitoring
  + Fundraising Support
* Outbound Solutions via phone, chat, social media, applications and email:
  + Lead Generation
  + Telemarketing – Sales
  + Appointment Setting
  + Collections
  + Text & Email Customer Support
  + Healthcare Call Center Support
  + Surveys & Market Research
  + Fundraising
* Back & Middle Office Processing:
  + Data Entry: build and maintain records
  + Data Verification
  + Payroll Preparation: ensuring employees are paid correctly on time
  + Business Process Outsourcing solutions
  + QuickBooks Setup and Maintenance
  + Other Accounting Systems
  + Operations Support
  + Human Resources Support

Great specialist in interpretation and translation for more than 20 years with experience in