



## WHO NEEDS THIS?

CUSTOMERS WHO REQUIRE SUPPORT IN ALL TYPES OF PROFESSIONAL TASKS, BOTH ADMINISTRATIVE AND TECHNICAL, EITHER FOR THEIR COMPANY OR PERSONAL PURPOSE, WITHOUT BEING PHYSICALLY PRESENT.

**OUR GO-TO PERSON PRODUCT INCLUDES THE FOLLOWING SERVICES:**

### EXCLUSIVE MANAGEMENT OF TASKS

### DESCRIPTION

<ul style="list-style-type: none"> <li>• Selection and recruitment of exclusive personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer's business and industry specialized personnel recruitment.</li> </ul>
<ul style="list-style-type: none"> <li>• Personnel training and evaluation.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff training programs.</li> </ul>
<ul style="list-style-type: none"> <li>• Evaluation of staff performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Service quality and customer satisfaction tracking.</li> </ul>
<ul style="list-style-type: none"> <li>• Incentive plans, rewards, optimum organizational environment.</li> </ul>	<ul style="list-style-type: none"> <li>• 100% Motivation.</li> </ul>
<ul style="list-style-type: none"> <li>• Quality coordinator assignment for the service quality assurance and the contact center operative management.</li> </ul>	<ul style="list-style-type: none"> <li>• Specialized personnel just one call, chat and/or email away.</li> </ul>
<ul style="list-style-type: none"> <li>• Exclusive physical infrastructure for the execution of the call center service.</li> </ul>	<ul style="list-style-type: none"> <li>• Ergonomic furniture, space and equipment necessary for the development of tasks and activities.</li> </ul>
<ul style="list-style-type: none"> <li>• Confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>• Security agreements for information and support handling in our IT infrastructure.</li> </ul>
<ul style="list-style-type: none"> <li>• Technological applications development.</li> </ul>	<ul style="list-style-type: none"> <li>• New applications development. Forty (40) hours per year (20% discount in additional hours).</li> </ul>
<ul style="list-style-type: none"> <li>• Technology infrastructure support 24/7.</li> </ul>	<ul style="list-style-type: none"> <li>• Service provision continuity and stability support guaranteed in network and telecommunications infrastructure, servers and equipment, with response times in accordance to the type of incidence.</li> </ul>
<ul style="list-style-type: none"> <li>• Fast service and delivery of your work.</li> </ul>	<ul style="list-style-type: none"> <li>• Through e-mail and/or chat.</li> </ul>
<ul style="list-style-type: none"> <li>• Staff working hours adequacy.</li> </ul>	<ul style="list-style-type: none"> <li>• Tasks and time invested only if necessary. 90 hours per month minimum.</li> </ul>
<ul style="list-style-type: none"> <li>• Bilingual Staff (Spanish - English).</li> </ul>	<ul style="list-style-type: none"> <li>• Staff with high proficiency levels of English (C2 4/4 in CEFR) and native proficiency in Spanish.</li> </ul>
<ul style="list-style-type: none"> <li>• Free of labor-contractual commitments.</li> </ul>	<ul style="list-style-type: none"> <li>• We take care of payroll responsibilities, medical plans, insurance and personnel benefits.</li> </ul>