



flexcenter



Your personalized contact center!

We are a company dedicated to; providing contact center services, becoming the ally that your business needs to sell, improving customer service, and offering technical support. We are using different technological tools to achieve your goals.



SERVICES

In our contact center we have services tailored to your company's requirements.



Customer Service

Sales generation

Multichannel customer solutions

24/7 support

IT Support and Development

Virtual Executive Assistant

Project Management

Social Media Management

Call Center

BENEFITS

At FlexCenter we offer multiple advantages for your company and your service team.

- 1 Task Optimization.
- 2 Better Customer Experience.
- 3 Continuous Improvement Opportunity.
- 4 Multichannel and Multiagent.
- 5 Centralized Management.
- 6 Case traceability.



WE GUARANTEE

- 1 • Selection and training of agents for remote work.
- 2 • Monitoring and control of service quality and CX.
- 3 • Business continuity strategies.
- 4 • Compliance with PCI DSS.



HOW DOES IT WORK?

Planning

Implementation
of technologies
and processes

Virtual Agent
training and
coaching

Implementation
and continuous
measurement
of indicators

BUSINESS CONTINUITY AND OPERATIONS

Servers with high availability in our own datacenter and AWS Amazon.

Internet connection with multiple operators.

Guaranteed power supply with UPS and power plant with full support of Contact Center operations.

AGENTS IN SHARED ENVIRONMENTS

- Live operator incoming and outgoing call support.
- Live chat support (web page chat, SMS, WhatsApp).
- Email response and ticket management.
- Help desk and technical support Level I.
- Coverage 24 hours a day, 365 days a year.



SERVICES

- Each base rate comes with an allotment of minutes with affordable overage rates.
- Custom call script.
- You can change plans at any time.
- All calls recorded and available for 30 days.
- All messages available through our online portal.

EXCLUSIVE DEDICATED AGENTS

- Experts in administrative support, Bilingual/Spanish.
- The virtual assistants are not physically in the place, they can be contacted at the time of your preference, it can be through the internet or by phone.
- Agents support your tasks, needs, tasks and projects to small business, sales support, customer service, phone management.



PLANS

- Virtual receptionists.
- Administrative assistants.
- Coordinators of transactions and processes.
- Recruitment assistants.
- Sales assistants.
- Personal and executive assistants.
- Sales channel management.



THANK YOU FOR YOUR ATTENTION



Phones: +17877108872
+576023120631



Web page: <https://flexcenter.co/>



Email: info@flexcenter.co

