



CYBERCITY | SERVICE PLAN

THE CONTACT CENTER OF OPPORTUNITIES

World Class Talent & Technology



ABOUT US

Cybercity has positioned itself by providing in the **US** and **Mexico's** market **World Class IT infrastructure**, leadership and over the last decade as a game changer for **Contact Center Solutions**.

Thanks to our proficiency we have managed to provide out of the box solutions for more than **200 clients**.

Our mission is to help our clients find the best talent and provide solutions that contribute to their success.



FACILITIES



- 24/7 Operations
- Business continuity plan
- 100% autonomy on power and internet systems
- Full audio and video surveillance coverage throughout the OPS floor
- 3000+ Seat capacity
- Heating, ventilation and air conditioning
- Cafeteria with FREE snacks and lunch for your team, EVERY DAY



SERVICES



-  Sales
-  Appointment Setting
-  Customer Service
-  Surveys
-  Collections
-  Tech Support
-  Back Office
-  Quality Assurance
-  WFM
-  Data Analysis
-  Software Development
-  Marketing



OPERATIONS

- Quick scalability (Ready to use workstations)
- PC or Virtual Machine setup for your operation
- Cybersecurity protocols
- Cost-effective process outsourcing
- Omni-channel campaigns
- KPI reports automation
- Multiple CRM and Phone systems proficiency
- Top tier technology
- Intranet and on-site data warehouse

Ready to take your business
to the **NEXT LEVEL?**



**NEW CAMPAIGN
REQUISITION**



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