



CYBERCITY | SERVICE PLAN

T H E C O N T A C T C E N T E R O F O P P O R T U N I T I E S

W o r l d C l a s s T a l e n t & T e c h n o l o g y







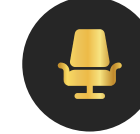


ABOUT US

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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 cybercitycallcenter.com