Cybercity

Nearshore Contact Center
Solutions for your Business

THE CONTACT CENTER OF OPPORTUNITIES

World Class Talent & Technology

ABOUT US
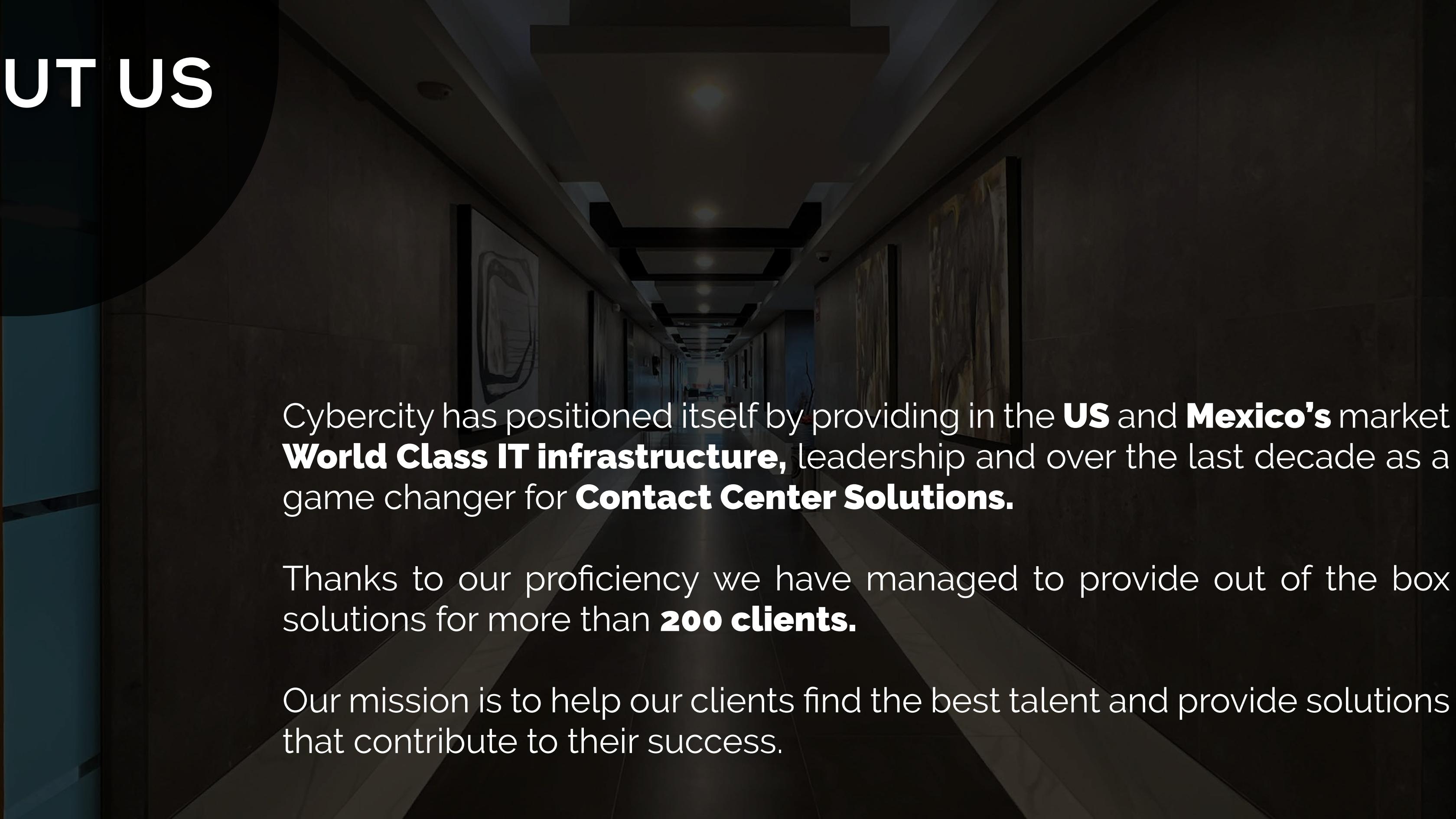
CYBERCITY

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.

CYBERCITY

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.

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SERVICES

- Sales.
- Appointment Setting.
- Customer Service.
- Surveys.
- Collections.
- Tech Support.

- Back Office.
- Quality Assurance.
- WFM.
- Data Analysis.
- Software Development.
- Marketing.

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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.

CYBERCITY

TALENT ACQUISITION

We make sure every team member has the **specific profile** for the job. With many different filter options, you **get to choose** the right people to build your **dream team.**

EVALUATIONS

Typing Test.

Grammar Test.

Learning Style.

Behavioral Style.

Job Skills Test.

BASIC REQUIREMENTS

Documentation (ID, CURP, RFC, Proof of Birth, SSN, Proof of Address and Clearance Letter).

Socio-demographic profile.

On-site interview (English Level).

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TRAINING & DEVELOPMENT

We are a strong team **willing to help everyone aboard** get to the **max potential** within their **professional path** by identifying individual **learning styles** and providing continuous **dynamic training sessions.**

ONBOARDING PROCESS

Get-to-know conversations.

Setting expectations.

Workplace regulations.

Law & Additional benefits.

EVALUATIONS

Product Training.

Systems & Tools Training.

Attendance.

Product Knowledge Test.

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BUSINESS INTELLIGENCE

Our BI department will create **the most secure, accurate and interactive reports** for every level of your organization. Allowing you to **visualize trends, behaviors and key performance indicators** than traditional strategies based on intuition.

WE CAN HELP YOU WITH

Performance Dashboards.

Verified information sources.

Information workflows.

Operational strategies.

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QUALITY ASSURANCE

Monitoring **agent interactions** is important in order to know that the **established guidelines** are being followed to deliver excellent results.

Implementing tools that allow you to **calculate the quality percentage** will make it easier for you to know **your best agents and provide feedback to your training area** in case someone needs to reinforce what they have learned.

QA PROVIDES

Quality scores per agent, group & campaign.

Agent's major and minor incidents on the phone.

Individual and team feedback.

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COMPLIANCE DEPARTMENT

This department is responsible for ensuring **we are operating in compliance with industry regulations and standards.** This includes **reviewing and approving policies, procedures, and processes** for each department.

Compliance also investigates any **complaints or reports of non-compliance** and takes corrective action when necessary.

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INFORMATION TECHNOLOGY

Responsible for the overall technology infrastructure, which includes **hardware, software, networks, and telecommunications.**

The IT department oversees the **development and implementation of new technologies** in order to improve the efficiency of the call center. This includes developing and maintaining customer relationship management **(CRM) systems, developing customer databases, and integrating different systems** with each other.

DATA-DRIVEN CULTURE
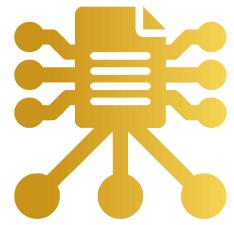
·Improve decision-making (DDDM).
·Optimize internal business processes.
·Improve client / employee satisfaction.

·Increase operational productivity.
·Develop stronger business strategies.
·Spot business problems that need to be addressed.

·Maximize revenue.
·Better customer experience.
·Gain a competitive edge over other contact centers.

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DATA CENTER COMPLIANCE

**SSAE18/
SOC 1 Type 2**

SOC 2 Type 2

**PCI DSS v3.2 AoC
and Merchant Level 4/
SAQ C-VT Certification**

SSL Report

HIPAA Compliance

HIPAA Compliance

Ready to take your business to the NEXT LEVEL?

NEW CAMPAIGN REQUISITION

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