



CONTACT CENTER SERVICES

In today's business climate, running a corporate contact center is a daunting task. With equipment costs spiraling out of control, recruiting problems and ever-changing technology issues, contact center outsourcing provides many companies with their best opportunity for success.

When your business requires instantaneous, cost-effective results provided by a contact center, ASPEO is here to provide the necessary expertise. Our talented, highly-skilled workforce, together with a reliable telecommunications contact center infrastructure, ensures that you maximize your business potential while minimizing your costs. From business-to-business and business-to-consumer sales, to customer service, help desk support and order taking, ASPEO has the experience and the skills needed to make your outsourcing project a success.

ASPEO's Contact Center services combine capability and expertise in order to provide you with the right solution, taking into consideration industry, proposition, timing and target market. We engage in the full process of project planning and set-up, ensuring a comprehensive understanding of your requirements, giving you the benefit of a customer-focused offshore outsourcing experience.

Outsourcing your contact center requirements to ASPEO enables you to concentrate on your core competencies, and frees you from routine, time-consuming concerns.





CUSTOMER-CENTRIC SOLUTIONS

We recognize that every client has needs that are specific to their business. As such, we customize solutions that fit your particular requirements. Outsourcing your contact center requirements to ASPEO enables you to concentrate on your core competencies, and frees you from routine, time-consuming concerns. Our services include:

- List Cleaning
- Appointment Setting
- Mail Follow Up
- Customer Loyalty
- Market Research
- Seminar Booking
- Lead Generation
- Product/Service Promotion
- Soft Sales
- Customer Care Programs
- Subscription Renewal/Sales
- Data Management Initiatives

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As a high-quality service provider, ASPEO provides superior customer service and sales support for complex, high-value customer transactions. We focus on complex business transactions that align to and integrate with critical customer facing sales and service processes.

ASPEO service differentiators include:

- ISO 9001 certified contact center that utilizes a cutting edge, multi-channel technology platform to maximize the customer experience.
- High-end service excellence for enterprise clients.
- Consistent commitment to SLAs and in meeting/exceeding client expectations.
- A greater leverage of best practices and tools across the organization.
- Minimized risk by developing a long term, ROI-based strategy linked to key strategic drivers for the ongoing management of every project.
- Access to contact center resources that are:
 - Experienced in delivering world class customer service.
 - Fluent in English and Spanish with neutral accents.
 - Culturally aligned with American business processes.
 - Able to think critically to help solve client challenges.

ASPEO CONTACT CENTER BENEFITS:

- Increase your company profits by reducing operational-related costs by up to 30%.
- Allow your core business to thrive by improving your team's focus on what they do best.
- Transform your customer service experience by harnessing cutting edge multi-channel technologies.
- Strengthen customer satisfaction by utilizing stable, highly-educated, bilingual resources.
- Reallocate capital resources to other company initiatives and projects.
- Manage seasonal spikes in customer demand without incurring related hiring costs.