

Benefits of our services

- ✓ **Bilingual professionals** (English-Spanish) with required expertise
- ✓ **We offer state-of-the-art technology to expedite tasks**, analyze trends and adapt your team's capacity.
- ✓ **Our contact center services** are tailored to your needs at a lower price than hiring locally
- ✓ **UVteam is compliant with Information Security Management International Standards**
- ✓ **We become an extension of your team** by learning your business processes and continuously training our professionals

<https://uvteam.co/contact-center/>

We organize a team with the right skills, at the perfect time and place to optimize your investment.

We take care of everything from recruitment, onboarding, and training to managing daily operations and quality assurance.

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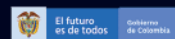
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Crowe, our compliance partner, audits our information security management system and overall business processes, following international standards. This persistent effort ensures safe operations for our clients.



UV team
Business Solutions Center

UVteam
Hire Top Bilingual Professionals at a competitive price!

Learn more scanning
the following QR code



We are the solution for companies facing challenges of high staff turnover, high labor costs, talent shortages, and poorly trained personnel. Our outsourcing model guarantees high quality while reducing costs for your company.



Inbound

Solve your customers' incoming requests promptly

- Customer service
- Technical support
- FAQs
- Appointment scheduling
- Order taking
- Complaints and claims Assistance



Outbound

Reach out massively your customers through various channels.

- Surveys
- Follow ups
- Telemarketing
- Sales
- Pre judicial - Collections
- Pre Qualification of Leads



Backoffice

Support in transactional tasks of your business.

- Virtual assistant tasks
- Data entry
- Data processing
- Reports

Our outsourcing model guarantees high quality while reducing costs.

Staff turnover is no longer a problem.

With one single fee the following is included:

- ✓ **Professional** with the skills required for your business
- ✓ **Supervision**
- ✓ **Quality assurance** and coaching
- ✓ **Office space** and supplies
- ✓ **Process standardization** in compliance with information security policies
- ✓ **We take care of staff absences** such as vacations, sick leaves, unexpected leave, etc.
- ✓ **Maintaining the agreed service** level and processing times.

This is how we add value to your business

- ✓ **Reduce staff turnover with us**, we are prepared to handle a high volume of requests from your customers.
- ✓ **Enjoy a scalable model** to meet new business demands:
Staff available at the perfect time and place to release workload in peak seasons
- ✓ **We carefully select qualified personnel** and train them constantly on your company's products and services so they meet quality standards.
- ✓ **Improve Margins:**
Have you thought about increasing your profit by decreasing your cost while maintaining high quality?
- ✓ **Don't worry about headcount** administration, we do that for you.
- ✓ **Delegate those processes to us**

