

2024



“Driving global success
with multilingual
solutions in BPO, KPO
& ITO powered by AI”



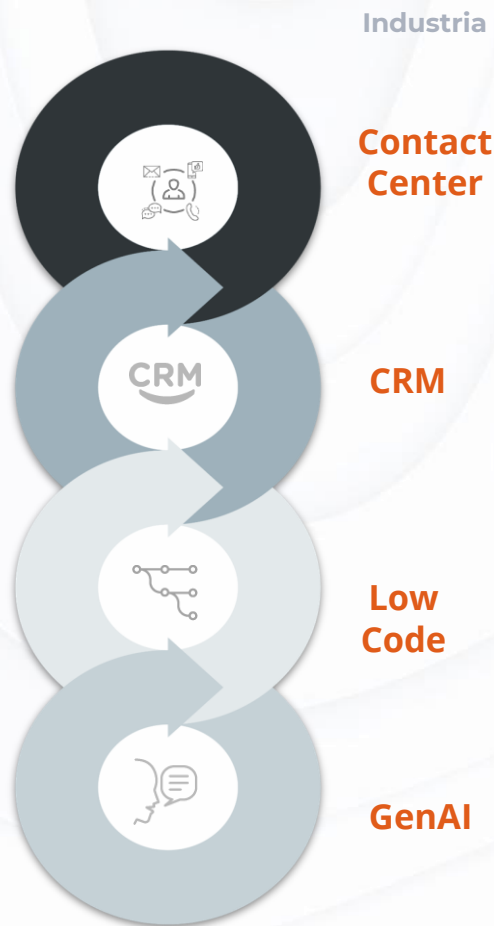
Purpose:

'We optimize the customer experience, reduce operational costs and increase business productivity through a strategic approach to innovative outsourcing'.

Who We Are

'We are a certified 'Women Owned' global company specializing in BPO, KPO and ITO, powered by innovative Artificial Intelligence solutions.'

We work with IA Contact Center, CRM & Automation Solutions



Valor actual
(US billones)

Crecimiento
(US billones)

\$4,43
2022

3.4X

\$15,07
para 2029

\$58,82
2022

2.4X

\$145,79
para 2029

\$26,9
US Millones
2023

4.2X

\$94,75
para 2028

\$10,14
2022

1.3X

\$13,74
Para 2030

Soluciones

wolkvox cloud contact center

- Marcador multicanal
- Omnicanalidad
- Inteligencia Artificial
- Calidad y productividad
- Analítica
- Telefonía IP
- Integraciones
- wolkvox NLP
- Click to Compliance

Crmvox

- 11 módulos predeterminados
- Módulos personalizables
- Módulo de Cobranzas
- Integraciones

Nodevox

- wolkvox NLP
- Chatbots
- Voicebots o IVR
- Interaction bots
- RPA
- Agent Scripting
- CRM + Webhook + Cron + VOC Analytics

Listenvox

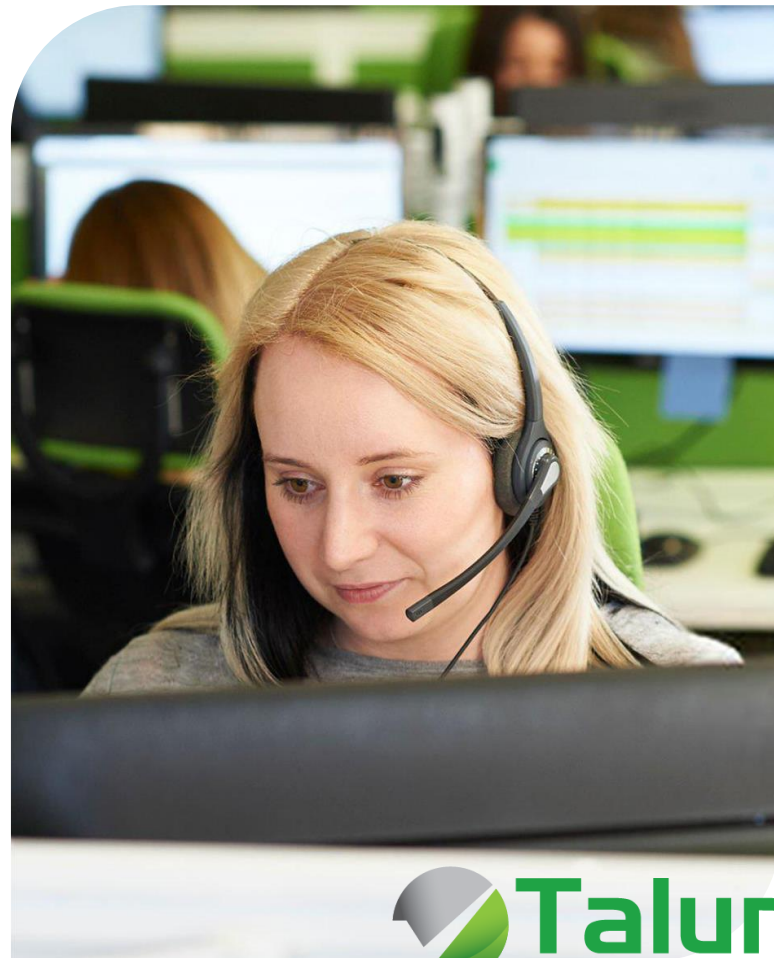
- Speech & Text Analytics
- Mr. Wizard
- Encuesta Inteligente

Key Trends and Market Indicators

In 2022, the BPO, KPO and ITO industry in Colombia generated 752,600 direct jobs, with a 6% growth. Exports of BPO services reached USD 1,456 million, with the United States, Spain, Chile and Singapore being the main destinations. 57% of workers in this industry are between 18 and 29 years old, showing a propitious space for the professional development of young Colombians.

Why Companies Need Taluns

The growth and global expansion of BPO, KPO and ITO underscores the need for strategic partners that offer innovative and high quality solutions. Taluns, certified "Women Owned" and specialized in services powered by Artificial Intelligence, is positioned as the ideally to improve customer experience, reduce costs and increase productivity



Challenges we solve at Taluns

1. **Low Productivity Contact Center Management:** Taluns optimizes staff efficiency and performance, ensuring effective and productive management'.
2. **Handling Large Operation Volumes:** Managing telemarketing and customer service operations can be a significant challenge for companies. -Taluns provides the infrastructure and expertise needed to streamline processes, allowing you to scale your operations seamlessly.
3. **Need for Integrated Solutions and Technology:** Customers are looking for providers that not only offer outsourcing services, but also integrate advanced technology solutions. -Taluns stands out for offering a holistic approach, combining BPO, KPO and ITO services with innovative Artificial Intelligence solutions to meet all customer needs.

Our Approach

Employee Productivity

Our omni-channel contact center improves efficiency by unifying the handling of calls, emails and other communication channels. This integration facilitates the supervision and training agents, optimizing their performance and productivity

Handling Large Operation Volumes

Data centralization and automation allow us to manage large volumes of interactions more effectively. These solutions ensure smooth and efficient operations, even during peaks of high demand.

Integrated Solutions

By integrating advanced technology solutions, we offer a complete omni-channel experience. This ranges from service delivery to the implementation of the necessary technology, ensuring that our clients receive comprehensive and cohesive support.

Our Services

BPO (Business Process Outsourcing) - Bilingüal

- **Bilingual Help Desk:** Efficient technical support in multiple languages.
- **Omnichannel Customer Service:** Manage interactions across multiple channels for a cohesive customer experience.
- **Omnichannel Collections:** Comprehensive solutions for multi-channel collections management.
- **Digital Prospecting:** Digital marketing strategies to identify and capture potential customers.
- **Appointment Setter:** Appointment scheduling services to optimize your team's time management.
- **Telemarketing and Omnichannel Telesales:** Marketing and sales campaigns through multiple communication channels.
- **Staffing:** Specialized staffing solutions to meet your company's needs.
- **Channel Management and Mass Digital Messaging:** Mass communication and campaign management through digital platforms.

ITO (Information Technology Outsourcing)

"Design and Implementation of Technology Solutions: Improve the customer experience with innovative solutions."

- AI Contact & Chat Center
- CRM Solutions
- RPA: Process Automation Solutions
- Help Desk Solutions

KPO (Knowledge Process Outsourcing)

- Specialized consulting and training in BPO.
- Characterization studies & Customer Satisfaction.Consulting.
- Training focused on service and contact center.



Our History and Reasons to Believe in Taluns

Founded 10 years ago by a woman with 22 years of experience in the sector, Taluns is dedicated to provide job opportunities to young people in their first job, contributing to social development. We operate completely remotely, with agents in various cities in Colombia and other countries.

Milestones: Our organizational structure is flat, allowing flexibility and financial strength. We have been recognized for our innovation and excellence in service.

Reasons to Believe in Taluns

- 1. Experience:** Extensive knowledge of the industry and business needs
- 2. Reduced Operating Costs:** Solutions designed to reduce operating costs without sacrificing quality
- 3. Adaptability:** Customized approach to meet the specific needs of each company.



IA DEMOS

Order your favorite
Italian dish with Luigi



Multimodal IA with wolkvox
GPT

- Scan the code with your cell phone.
- Send the message "Order pizza" that you see in the text box.
- Place your order.



Some Of Our Team



Taluns Certifications and Commitment

- Female leadership in business management.
- Employment generation for young people in their first job.
- Decent work with all legal benefits.
- Remote operation to reduce environmental impact 100%.



"Let's together drive your company's global success with multilingual solutions in BPO, KPO and ITO, powered by Artificial Intelligence"

Working together is easy!

1. We understand your needs
2. We land the solution for your company according to our portfolio.
3. We define the profile of agents required
4. We align the commercial proposal with details to get started.
5. We set up the team of agents, the platform and the development of reports for effective decision making.

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