



The New World of the Contact Center - Multichannel

⊕ Services for new consumer
Trends

Wellcome!



Hi!, I am Liliana López, Founder of Taluns Group.

I want to introduce myself and my company Taluns Group, created in 2014, dedicated to providing Specialized Contact Center Services and Consulting, at the vanguard of new industry trends in customer service and contactability.

I have worked all my life (27 years) in service companies, of which the last 17, in the Contact Center and BPO's Industry, in assembly new operations and Management of National and International Operations.

We offer to companies our knowledge and experience, so that they achieve more profitable processes for the customer through new technological tools, which includes:

- Telephone Contacts
- Virtual Interactions: WhatsApp, Social Networks, Web Chat
- Chats Bots with artificial intelligence
- Customer Experience

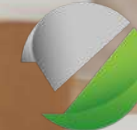
I am a member of the Board of Directors of Pacific Shore Cluster of outsourcing services of the Colombian Southwest



Who we are

We are a company specialized in providing MULTICHANNEL CONTACT CENTER Services with a high level of Technological and Social Innovation, with a strategic focus that seeks that companies achieve more profitable processes for the client through new technological Omnichannel tools, Chat Bots and Customer Experience, integrated, allowing us to provide an excellent service in all Contact Channels

Our team is conformed by dynamic, well educated, bilingual agents with highly defined service skills as well as negotiation skills, client support and sales knowledge; they project the best image of your company to your clients.



Taluns

Smart BPO Consulting & Solutions

Our Services



Customer Services

- Multichannel Contact Center Services
- Video Conference Management
- Customer Experience Services
- Digital Channel Services: WhatsApp (Chatbots & Multiagent)

Business Contact Services

- Specialized Contact Center Consulting
- Seminars and trainings in Customer Management and Contact Center



Customer Services

Contact Center Multichannel Services

Bilingual Agents

SERVICE

Integrated with
digital channels



1-800 CUSTOMER SERVICES LINES

- Provide information of product and services
- Receive, direct and follow up on complaints and concerns
- Schedule appointments
- Receive customer orders
- Help Desk and Technical support
- Reservations

RELATIONAL TELEMARKETING

- Surveys
- Marketing research
- Promotional Campaigns: Product, services and much more
- Loyalty program
- Upselling and cross selling

COMMERCIAL COLLECTIONS

OMNICHANNEL SERVICES

- WhatsApp
- Email Marketing
- SMS
- Chat web
- Prospecting Campaigns

Video Conference Management



Taluns

Smart BPO Consulting & Solutions

- We serve your clients with our team of agents in the form of Telework in a “Figital” way (Union of Physical and Digital World), through Managed Video Call.
- We adapt the teleworking place as an Office of your company, with a corporate image and our agent agents with the uniform of your company
- Our Agents are selected in communication skills and trained to achieve an emotional connection with their clients.
- All video calls are recorded and monitored by our Supervision and Experience team

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Digital Channel Services



- Chat Bots Multichannel 24 hours: WhatsApp ,Instagram, Telegram, Messenger y Web Chat.



- Multiagent: We serve through our Web platform with our Service Agents:, WhatsApp, Telegram and Web Chat conversations.



- WhatsApp Customer Services with our specialized Platform

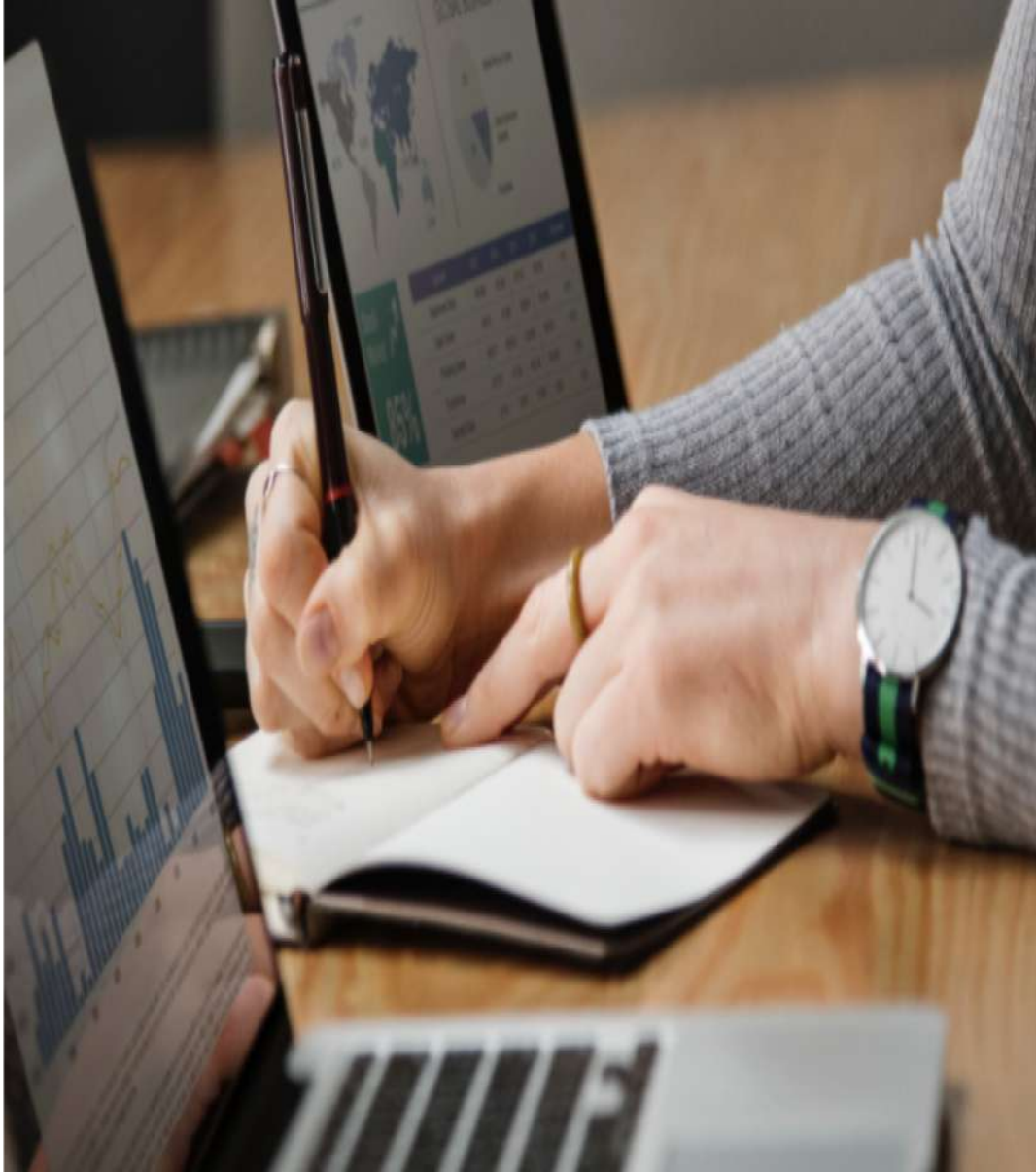


- Email, SMS, WhatsApp massive

Customer Experience Services



- NPS - Net Promoter Score
- CSAT- Customer Satisfaction Score
- CUSTOMER TESTING



Business Contact Services

Specialized Contact Center Consulting



Taluns

Smart BPO Consulting & Solutions

- Contact Center Creation Processes
- Remote Monitoring and Supervision
- Omnichannel Implementation
- Tracking Operation Metrics
- Increase productivity Contact Centers in operation
- Offshoring/ Nearshoring
- Operational Audits

Seminars and trainings in Customer Management and Contact Center

- New trends in Customer Service and Sales in a global crisis environment
- Multichannel Contact Center Culture
- Supervision in Contact Center Multichannel
- Multichannel Contact Center Protocols
- Seminar: “Learning to Use the Power of the Mind for Life and Customer Service”
- Training: Successful Closing of Sales in the Contact Center through PNL
- New Collections Postcovid

Some reasons to
choose us



- To reduce Operating Costs
- To improve customer loyalty and retention
- We support your company in automating customer service processes
- We help you improve your sales
- To Bring to your clients multiple contact services channels

Contact Us



www.taluns.com