

creativity, adaptability, responsibility, integrity, continuous improvement, invisibility  
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# ecom:tel:works

PROJECT CENTER & TELECOMMUNICATION

we are part of your company







## infrastructure and technology

Telecom Networks Offices are located in Uruguay and Miami, FL, USA. Our operation Center is located in the heart of downtown Montevideo, distributed in two entire floors of 3.300 sq ft each, with a total of 180 seats, available 24/7.

The Contact Center is designed to work 24 hours a day, 365 days a year, under the most demanding conditions with a guaranteed uptime of 99.9%

We have the latest technology available, full IP, information devices and the necessary energy sources to ensure the success of all our operations and the full integration with databases and communication systems.

Our telephone system is a hybrid fully based VOIP platform, combining a NEC IPS 2000 PBX, an IP PBX and an open source customized contact center software improved "in house". It includes ACD, IVR, CTI, predictive dialers, multimedia recorders and administrative tools. This is a high capacity and availability platform, supporting contacts in different channels such as telephone, e-mail, voice mail, live web chat, web video and web voice.

The agent's workspace (stoll) includes everything necessary to be able to perform accordingly.

The supervisors and quality control managers rely on contact center tools that can provide real time access to call monitoring and computer applications which allow them to pull "on-line" as well as historical reports.

Telecom Networks counts with 2 training centers where the agents are thoroughly educated in the phone etiquette, the communication skills, and all the necessary knowledge for the product or service.

Additional advantages:

- Customer web portal with remote access to call logs and recordings.
- IBM and DELL servers with redundant server configuration.
- Cisco Routers and Switches.
- Restricted Access Datacenter.
- Secured Access to Contact Center by individual magnetic tags.
- CCTV Surveillance.
- U.P.S
- Operation capacity: 180 available workstations.
- Three service shifts, Mondays to Sundays.



## our team

Telecom Networks main corner stone is our people. We acknowledge that they are the ones responsible for the success of each project.

That is the main reason why we always look out for their best interest. We work towards developing different strategies and incentive plans in order to meet their needs and keep them motivated. Through different workshops we accomplish the goal of developing in each agent the sense of belonging to your company, and also increase productivity and reduce the turnover rate.

We hire the best multilingual professionals (Spanish/English, Portuguese/ English/Spanish) with an excellent attitude and experienced customer service skills.

We achieve all this through an experimented Human Resources Department specialized in recruiting and coaching candidates specifically skilled for the different types of tasks required for each individual project.

The agents in our Contact Center are monitored and evaluated in each one of their tasks; as a result, their performance is rewarded through an outstanding compensation plan.

Compensation plan:

- Base salary (fix or by the hour)
- Incentives based on performance
- Productivity
- Quality & Accuracy
- Medical & Dental insurance
- Private transportation

## quality assurance

Telecom Networks guarantees that all Customer Care and Telemarketing calls (Inbound – Outbound) meet the quality standards set by the customers.

In order to achieve this goal our Quality Assurance Department relies on a standardized auditing process that provides feedback in order to maintain the agent's performance at its highest level.

All agents are monitored in 4 complete calls per week and the results are evaluated at the end of each month.

The levels of quality and accuracy are set at 99%.

The aspects taken into consideration while monitoring the calls will be agreed upon by Telecom Networks and the Customer. At all times the following skills will be considered: company branding, professional and correct greeting, technical skills, trouble shooting, policy accuracy, accountability, efficiency, assistance, and proper closing.

Each and every one of these skills will be prorated assigning greater importance towards the professionalism and the accuracy of the information handled.

Through this process and in conjunction with continuous training and coaching we strive to highlight the positive aspects of each agent and therefore emphasis a culture of positive attitude.





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**telecomnetworks**  
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