



THE PASSION FOR
CREATING AMAZING
CUSTOMER EXPERIENCES

1. YOUR COSTUMER SERVICE OUTSOURCING PARTNERS

Let's make people talk about their **amazing experiences** with your brand. Give them reasons to share them through social media. Happy clients equal to longer relationships.

We are your **Brand Ambassadors** and we will help you create amazing customer experiences.

Together we can make every touchpoint count.

We are passionate about people and that's what you need to make your CX strategy works.

Here we are, for you, for your customers, to make their lives easier, to change their world. We offer multilingual and multicultural customer care, telemarketing, collections, software development, quality assurance (QA), infrastructure outsourcing and more.

Free yourself from running a call center to focusing on your customers' satisfaction. Increase your servicing hours and reduce your overall operational expenses.



2. YOUR DEBT COLLECTIONS PARTNERS

We are your **debt collections** partners and **We** will help you transforming bad debt into positive cash flow.



Time is money and debt becomes harder to collect the more time that goes by and the older it gets.

Our experienced collections **Brand Ambassadors** will help you collect your money and build brand loyalty.



- Stop harassing your customers over the phone.
- Stop pushing them to do something they can't.
- Help them find different ways to get back on track.
- Don't let Old-School collection tactics destroy your brand's equity.

3. TELESales AND TELEMARKETING

“Act as if what you do makes a difference. It does.”
-William James

As your company grows and moves into digital commerce, you will inevitably lose that all important “human touch.” Human-to-human interaction at this point becomes an important factor for success and a vital differentiator for your brand.

Because human touch and human passion can never be replaced in the formula for creating amazing customer experiences.

STRATEGIC SUPPORT +
HUMAN PASSION =
CUSTOMER EXPERIENCES

Your customers’ journey is filled with questions about your products and services. You need someone who is prepared to answer. Someone who will represent your brand’s uniqueness and someone who will help your company make the most of every sale.

You need a **BRAND AMBASSADOR**, will the skills and motivation to keep your brand on top of the list.

92%
would completely
abandon a company
after two or three
negative interactions.

86%
of buyers
are willing to pay
more for a great
customer experience



4. VOX FOR SMALL BUSSINESS


voxcentrix on demand

Our service for small businesses that will be like music for your hears

Regardless of the size of your company, our customized service will help you grow to the level you dream of.

You will only be billed for agent time spent supporting your customers on a per-minute basis. You will not pay for dead time or lunch breaks.

Focus on growing your business and increasing profits while our team for Brand Ambassadors helps you:

- 
- Generating New Leads
 - Taking Your Customer's Orders
 - Solving Their Problems
 - Listening To What They Have To Say
 - Transforming Bad Debt Into Positive Cash Flow
 - Engaging People With Your Brand
 - Among Others...

Add services and new customers at the front end while we keep up with your growth on the back end. You can count on us. Rest assured that our Brand Ambassadors will be fully trained and equipped with the latest technology to support your customers in the way you require.



5. TECH SUPPORT

As your company navigates into the digital transformation, **your customers'** need for technical support will rise. At some point, they will need **technical support** in understanding and operating your products or services.

They are going to call for help when they can't figure out how to assemble your product. You want to solve the issue quickly and efficiently.

According to recent surveys, most customers struggle with:

STAYING UPDATED WITH THE CURRENT TECHNOLOGY

- Remembering Their Passwords
- Following Instructions
- Deleting Important Information
- Products Not Working Properly

Whether you are looking for service, tech or sales support, our Brand Ambassadors are cross-trained to deliver the experience you're looking for.

We offer affordable customer care and technical support service for your needs, such as ecommerce, software, hardware, software-as-a-service (SaaS) among others.

Say goodbye to the added stress of a busy phone. Let's partner and start creating better experiences for your customers.



6. PHONE SURVEY [DATA COLLECTION]

During these challenging times, getting the right feedback will help you and your company make the right decisions about the products and services you offer. Collect data from customers and hard-to-reach groups to make smarter business decisions.

More than ever, live telephone surveys are playing an important role in marketing research. Nothing is more accurate than live telephone surveys and data collection. Let our experience help you in your search for the best business decisions and objectives.

**WHAT WE DO BEST IS LIVE
TELEPHONE SURVEYS WITH
ONLINE DATA COLLECTION**

- MARKETING RESEARCH FOR PRODUCTS AND SERVICES
- CUSTOMER SATISFACTION SURVEYS
- MEDICAL PATIENT TRACKING SURVEYS
- PUBLIC OPINION SURVEYS
- POLITICAL POLLING
- RADIO LISTENERSHIP SURVEYS
- BRAND AWARENESS AND RECOGNITION
- PHARMACY AND GROCERY SHOPPING TRACKING
- MYSTERY SHOPPING AND MORE...

83
of the Population
in the United States
uses a smartphone in
2020

71
of adults
in rural zones own
a smartphone

13.5
of the Population
in the United States
speak spanish at home



7. MEXICO CALL CENTER OUTSOURCING

Your team in Mexico, your management culture, your way of doing business.

Tijuana is a very smart decision when it comes to outsourcing, it is just 5 minutes away from the US border and we share the same culture and language as in the US. Given our close proximity to the US border, you can easily visit our call center Voxcentrix by mid-morning and be back in the US for dinner.

Our passionate Brand Ambassadors are reliable, accent-neutral and very committed to making sure your company is well represented through every call.

Business continuity and client support remain our highest priorities.

BY OUTSOURCING, YOUR COMPANY GET RID OF:

- LEGAL AND MONETARY RESPONSIBILITIES OF BEING AN EMPLOYER
- COSTS OF HIRING AND TRAINING
- WORKERS COMPENSATION INSURANCE
- HEALTH INSURANCE
- PAYROLL TAXES
- MAINTAINING LARGE OFFICE SPACE ETC.



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Making the world a better place, one call at a time

THE HAPPINESS LAB

21%

engaged teams

Show highly greater profitability

4.6

times more

likely. Employees who feel their voice is heard to feel empowered to perform their best work

550

billion a year

Cost U.S. companies Disengaged employees

When employees are happy, companies and organizations shine and prosper. We are more productive when we feel happy and appreciated. That is why we created our own **Happiness Lab**, a cultural strategy that is enabling us to transform ourselves into a happier and more productive team of brand ambassadors.

We exist to help organizations like yours to elevate your customer service to much higher standards.

We are a team of problem-solvers with a genuine human passion for helping others. We are now raising the bar and striving for a robust culture of happiness at work that is leading us to a whole new level of excellence.

As a Call Center that employs hundreds of people, we know happiness well and we understand the importance of having happy employees; this is why it is both a priority and company strategy at VOXCENTRIX.

VOX Happiness Lab

Company wide, everyone is involved in helping make our working lives more enjoyable and to increase our overall feelings of happiness and self worth. It's about finding new ways to build memories together and ensuring that each one of us feels supported, safe, productive, involved, challenged and recognized.

VOX Happiness Lab

If you are thinking about joining VOXCENTRIX as a member of our team or as a new client, simply reach out and get in touch with us so we can talk. Together we can do amazing things. We can transform the lives of our employees, customers and clients as well as all the people around us that touch and shape our lives everyday. One interaction at a time.

Get in touch with Us

We are always ready to help you. There are many ways to contact us. You may drop us a line, give us a call or send an email, choose what suits you the most.





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VOXcentrix
CUSTOMER EXPERIENCE CENTER