

# Enhancing your customer's experience through empathy's bonding

We are a **Near-Shore Business Process Outsource** (BPO) company Headquartered in the **San Diego-Tijuana** region with operations in **Latin America**. We focus on **front-end customer support** and **back-end services** for english-speaking segments. From start-ups and above, a turn-key operation with **300+ workstations** and a leadership team with more than 10 years of proven experience in the BPO industry.

## Our Services:

### CUSTOMER EXPERIENCE

We take care of your customers, ensuring a smooth CX. From simple inquires, to product, order taking, and much more!

### TECH SUPPORT

The problem-solving experts from our Tier1 or Tier2 tech specialists can help customers with any type of software or network issue.

### OMNI-CHANNEL SUPPORT

When we say omni-channel support, it's not only calls, emails, and chat. We adapt to new social media platforms and new ways of communicating.

### PROFESSIONAL SERVICES

Also known as Back Office, we offer vast non-core admin positions, such as Executive VAs, Graphic Designers, Software Engineers, and much more!

## Why us?

### ONSHORE QUALITY, OFFSHORE SAVINGS

We offer **competitive pricing** tailored to your company's needs, and a customer service with your company's personal touch that **excels quality expectations**.

### GLOBAL FLEXIBILITY

With our **WFH operations model**, there's no limit! We mitigate external risks by having agents in multiple locations. Plus, you can **save more money!** You can choose agents from any country you wish.

### DATA SECURITY

Our data security measurements + our armload of third-party integrations + employee signed NDA's = **a complete shield** around our client's data.



**NO  
SET-UP FEES**



**NO  
TRAINING  
EXPENSES**



**30-DAY  
FREE TRIAL**

**CONTACT US!**

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**CONNempathy**