

The Connection®

Outsourced Call Center Services

You just found the right people to handle your Bilingual Spanish calls . . .



Solutions for Bilingual Services

The Connection works hand-in-hand with many leading Fortune 500 companies, handling millions of bilingual customer service, sales and upsell calls each year. With over 27 years of award-winning call center experience, we will proactively exceed your business objectives and goals through superior account management, bilingual customer service, sales certified agents with state-of-the-art-technology.

Industry Specialization

- Catalog & Retail
- Financial Services
- Wireless and Telecommunications
- Direct Response and DRTV
- Healthcare and Pharmaceutical
- Insurance
- Utilities
- Publishing

Bilingual Account Management

On a daily basis, your National Account Manager (NAM) will be your primary contact, proactively managing your English and Spanish business. Your NAM will focus on enhancing your sales conversion through script modifications, agent specific conversions and report analysis.

Large Capacity

With call centers in the U.S., and nearshore partner centers in Mexico and the Dominican Republic, we have the expertise and large capacity to provide our clients with extensive bilingual (English & Spanish) call center services.

Training and Agent Specialization

Many of our CSRs speak both Spanish and English. This allows us the opportunity to provide a significant level of Spanish-language support to our clients. We have team supervisors and supervisors fluent in Spanish who evaluate CSRs in their own language. We also work with our clients to provide bilingual scripting, in order to eliminate delays experienced when Spanish-speaking CSRs must translate scripted language from English.

Clients and Awards

Our reputation as a world class service provider has won us business from some of the nation's most well-known companies. Our services have also won us many awards including the **2007 MVP Quality Award** and recognition as a **2007 Outsourcer of the Year** and **2008 "Top 50" Contact Center Service Agency**.



Contact us today for your free quote!

1-800-883-5777

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www.the-connection.com