



## International Contact Center Services

### Contact Center Solutions from a Communications Leader

You already know Telmex USA as a leader in telecommunications solutions. Allow us to introduce Telmex USA as a provider of contact center services. We offer innovative business solutions for managing customer relationships with the care and precision your customers deserve.

We've successfully handled millions of calls, serving business and residential customers on behalf of Fortune 500 companies. With operations in the US and Mexico, we manage customer contacts in English, Spanish and other languages as well. Global companies can trust Telmex USA as a partner who enables a wide variety of business solutions.

- Telmex USA enables you to rapidly expand to meet the needs of demanding markets faster than most in-house call center operations could be scaled.
- Our contact center professionals bring valuable cultural understanding and language skills to help you grow in Spanish-speaking markets.
- Solutions include outsourced contact center services and related hosted applications such as e-mail, chat, Interactive Voice Response (IVR) and web-based support.

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# International Contact Centers

*Bringing your business to the world.*

- Telmex USA, in alliance with its sister company Telvista, offers custom call center solutions to meet your business needs.
- We recruit, train and deploy talented customer service professionals in facilities specially designed to handle high-volume, complex customer interactions.
- With over 6,500 workstations in 8 contact centers across the US and Mexico, we are among the largest teleservices agencies in the industry.
- We offer tools and processes that align customer service delivery with what actually drives customer satisfaction.

**Your partner for innovative contact center solutions.**



- Our contact center facilities are fully equipped with the latest technology and infrastructure, providing our staff with the environment and support they need to succeed.
- We offer comprehensive product support, training and professional services to help you meet your business objectives.
- Custom reporting and analysis provide business insights on an ongoing basis.
- Telmex USA becomes a strategic partner with our clients, providing technology and business insights needed for fast, flexible solutions in rapidly changing markets.

International Contact Center services are part of our full portfolio of products comprised of traditional telephony services, as well as the next generation of data and multimedia services over IP. Together with our affiliates, Telmex USA's international presence, commitment to quality and to customer service enables our teams to provide you with the highest level of service.

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