



San Jose ,Costa Rica

Simplifying Business Process

COUNTRY AND ECONOMY

This Central American country lies between Nicaragua to the north and Panama to the south. Its area slightly exceeds that of Vermont and New Hampshire combined.

The economy has been expanding for Costa Rica in part because the Government had implemented a seven-year plan of expansion in the high tech industry. Several global high tech corporations have already started developing in the area exporting goods including chip manufacturer Intel, pharmaceutical company Glaxo-SmithKline, and consumer products company Procter & Gamble.

Costa Rica has a very solid infrastructure, stable democratic government, very competitive labour costs and a contact center job pool that is well oriented to the North American culture. Contact center jobs are some of the top paying career opportunities in Costa Rica.

NEAR-SHORE ADVANTAGE

The Costa Rican location offers several key advantages, including:

- Highly educated workforce
- Bilingual agents speaking English and Spanish
- North American time zones
- Modern IT and Communications infrastructure

Costa Rica offers a stable economy with sound political and health care systems. This stability translates into increased assurance of reliability and availability of the outsourced services.

SERVICE CENTER DESCRIPTION

Costa Rica is a key location in giving our enterprise a multinational presence allowing us to adapt fast and successfully service with recurrent efficiency all the interactions with the clients via different channels such as: telephone, web, fax, email, SMS and chat among others.

SERVICE OFFERINGS

This contact center offers fully bilingual services in the following areas:

- Inbound Services: Order Entry, 1st/2nd Level Help-Desk, Hot-line Support, Travel Arrangements and Customer Care.
- Outbound Services: Telemarketing, Telesales, List Qualification, Marketing Research, Customer Satisfaction Survey, Appointment Management and Collections
- Inbound or/and outbound automated contact management IVR applications
- Mail and Email production and delivery.

FACILITIES

Our contact center is located in the capital city of San Jose and currently has over 400 blended inbound/outbound agent seats. The facilities include modern IT infrastructure with state of the art communications capabilities including the Avaya ACD platform and the Cosmo predictive dialer. Voice and data communications to North America is supported by through high-speed submarine cables, and redundant communications hubs in Miami and Atlanta.



CONTACT US

Simpro Solutions Inc.
 100 Consilium Place, Suite 601
 Toronto, Ontario, Canada M1H 3E3
info@simproolutions.com
 1-866-472-1272