



Parlantel

Welcome!

A young woman with reddish-brown hair, wearing glasses and a headset, is smiling while looking at a laptop. She is in a call center setting with other agents visible in the background, some working at their desks with laptops.

In Parlantel we feel very proud to help you build a great relationship with your customers.

We are a call center located in Guadalajara, México whose objective is to contribute to the development of our customers through our specialized solutions allowing them increase their sales and consumer satisfaction levels.

Our philosophy relies on transforming a simple phone call into a top quality human interaction.

Where to find us?

**Our workforce is located in the city of
Guadalajara, Jalisco, México.**

The second most important city of México.
The 2 main languages in Guadalajara are Spanish
and English.



Av. Cuauhtémoc 818, Ciudad del Sol,
45050 Zapopan, Jalisco, México.



A circular inset image on the left side of the page shows three call center agents in profile, wearing headsets and light blue shirts. The focus is on a man in the foreground with glasses and a headset, looking towards the right. Behind him, a woman and another man are also visible, smiling and wearing headsets.

What do we do?

Parlantel is a full service provider of inbound, outbound, automated and business process outsourcing (BPO) call center service.

We design, implement and operate customized campaigns for our clients through our boutique style services. Always paying attention to details while also offering the technology and capabilities to handle large-scale campaigns all for a flexible, cost-effective price.

At Parlantel, we work under the conviction of contributing added value to our clients guaranteeing quality in our service and integrating the best professionals with great communication skills, empathy and commitment.

Our Services

Outbound Solutions:



1. Lead Generation



2. Appointment Setting



3. Surveys



4. Telemarketing

Our Services

Inbound Solutions:



1. Customer Service



2. Technical Support



3. Appointments



4. Sales



5. Virtual Office Receptionist

Why outsource with us?



Experienced-friendly agents

We're an extension of your business. That's why our teams undergo rigorous training on rapport, efficiency and brand advocacy.



Cost effective flexible options

We have plans to fit any budget. By outsourcing with us, you'll cut in-house staffing costs and remove the need for certain technology investments.



24/7 Coverage

You can rely on us around the clock to answer your customers' calls –during peak times, after hours and in emergencies. We also have technical support ready to assist with any issue.



Multilingual services

We employ agents who speak fluently in Spanish, French and English. Other language services also are available (We even consider local dialects and demographics during the staffing process).

Why outsource with us?



Extrictly quality assurance

Agents are continuously monitored using 33-point quality assurance checklist to guarantee always the best service.



Lowest price guarantee

We have the best price in the market, if not, we can always give you a better price.



Tailored escalation procedures

Any unresolved issues are escalated for resolution to the appropriate people on your team. We'll carefully document all contacts to ensure that all information is relayed quickly and accurately.



Fast ramp-up

If you need support now, we can be up and running within 24-48 hours.

How do we work?

**step
1**

You sign up with us!

We send you a questionnaire to understand all your needs and requirements. We set up a video call to clear everything up after you fill out the questionnaire.

**step
2**

Introduction to your team

You give us feedback, if you don't like something of your agents we can always find new agents for you.

**step
3**

We design your campaign

With the best practices based on our experience to get the best results and we provide full training to your team.

**step
4**

We start the campaign

Giving the best of us to get the results you need. We monitor our agents and report the performance.

Our Clients

HUMANO





How do I sign up?

1

We sign our master service agreement

No long term contracts, if you don't like the service we can rescind the contract anytime.

2

You deposit first 15 days as a credit to your bill

We will deliver your 15 days of deposit credit, the last 15 days of your campaign with us. Payments are due every 2 weeks after we report the hours we worked and the results.

3

Let us do our magic and start working to help you grow your company

We really care about your company. We want to grow with you! So let us design the best campaign and get the best results for your company.

Thank you!

Contact us



United States

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Las Vegas NV 89129



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