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Ecuador

Simplifying Business Process

COUNTRY AND ECONOMY

Ecuador is a country in north-western South America, bounded by Colombia on the north, by Peru on the east and south, and by the Pacific Ocean on the west. The country, which also includes the Galapagos Islands, is among the most biodiversity-rich countries in the world.

Capital: Quito

Largest City: Guayaquil

Population: 13 Million

Population growth rate: 1.4% annually

Demographics: Ages 15-29 25%

Currency: \$U.S Dollar

Traditionally a farming country, Ecuador's economy was transformed after the 1960s by the growth of industry and the discovery of oil. There was rapid growth and progress in health, education and housing.

NEAR-SHORE ADVANTAGE

The location in Ecuador offers several key advantages, including:

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

Ecuador is emerging as an important new outsourcing location within the Latin America region. The contact center jobs are highly valued by the young and well educated labour force.

SERVICE CENTER DESCRIPTION

Our first contact center is located in the capital Quito while our second contact center is located in the coastal city of Guayaquil. These centers provide both inbound and predictive dial outbound services in Spanish and in English. These contact centers specialize in high volume customer interaction services in key sectors including Telecommunications, Retail and Financial Services.

SERVICE OFFERINGS

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

- Inbound Services
- Outbound Services
- Back Office Services.

The Inbound services include Media Response, Reservations, Appointment Settings, Help Desk, and Order Taking. The Outbound services include Sales, Customer Service, Appointment Setting, Survey and Collections. The Non-Voice services include E-Mail, Chat Support and Data Entry.

FACILITIES

Our contact center in Guayaquil has 400 blended inbound/outbound agent seats and our center in Quito has 300 seats. The communications capabilities include the Avaya ACD platform and the Cosmo predictive dialer. Voice and data communications to North America is supported by through high-speed submarine cables with a major communications hub (NOC) in Miami.



CONTACT US

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