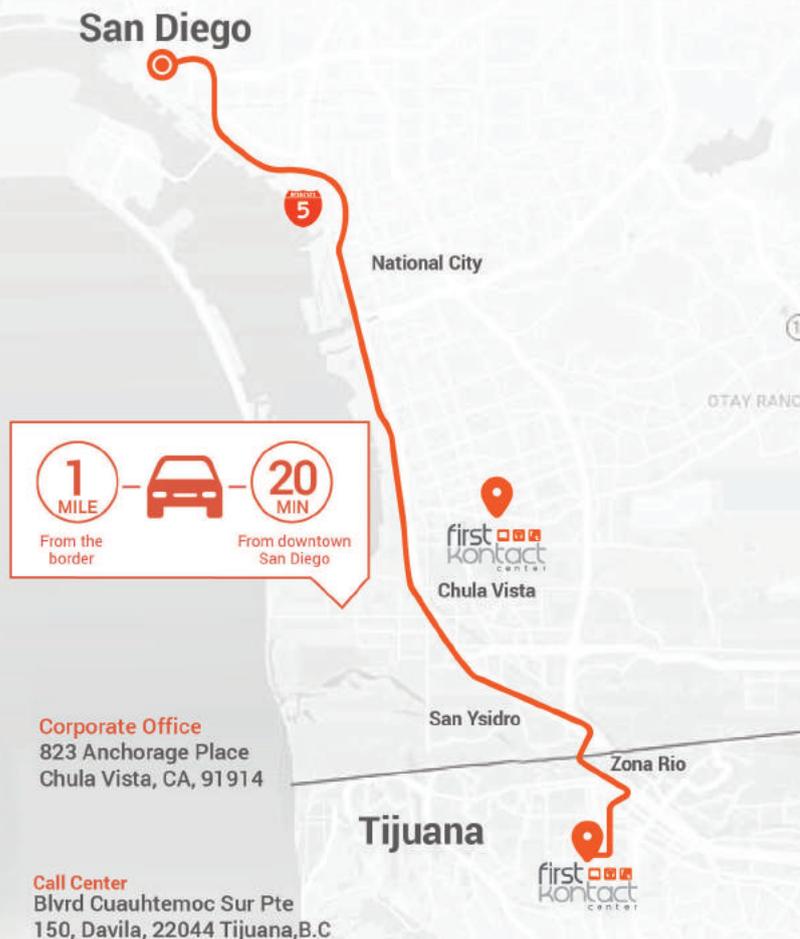


# LOCATION THAT MATTERS

Our proximity to the Tijuana/San Diego International Border not only provides us with a high percentage of bicultural and bilingual personnel, but also gives our agents critical knowledge and understanding of the US geography, culture and lingo.

Our client portfolio spans many industries and includes multinational corporations as well as regional players.



first kontakt center

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# YOUR BEST CALL CENTER OPTION

We are an experienced bilingual call center, strategically operating in the Tijuana, Baja region, with over 500 available positions...

Contact us at your convenience with your needs and inquiries. We will configure a custom solution proposal and quote in less than 24hrs. Typical set up times are less than 2 weeks.

☎ Cel (619) 483-7249  
USA (619) 777-6896 ext.110  
MX (664) 615-8606 ext.110

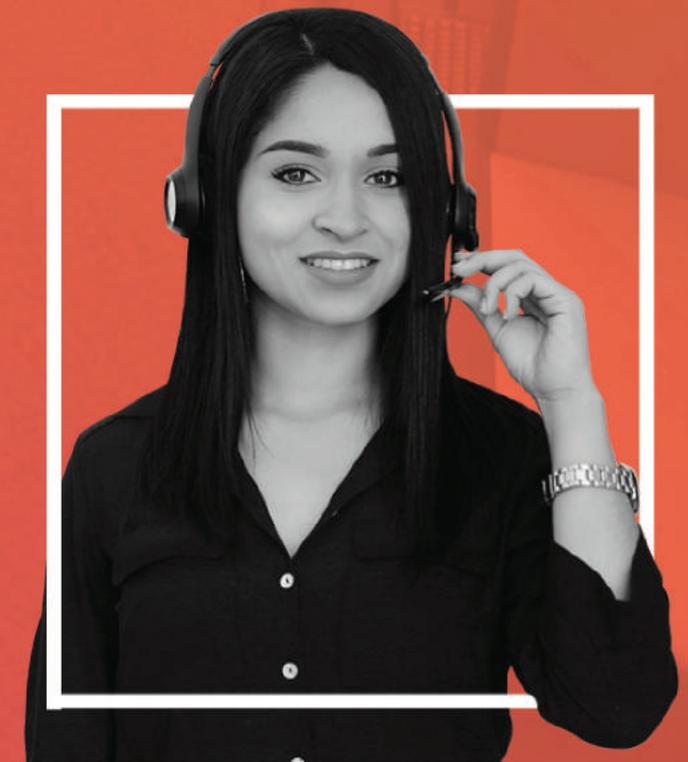
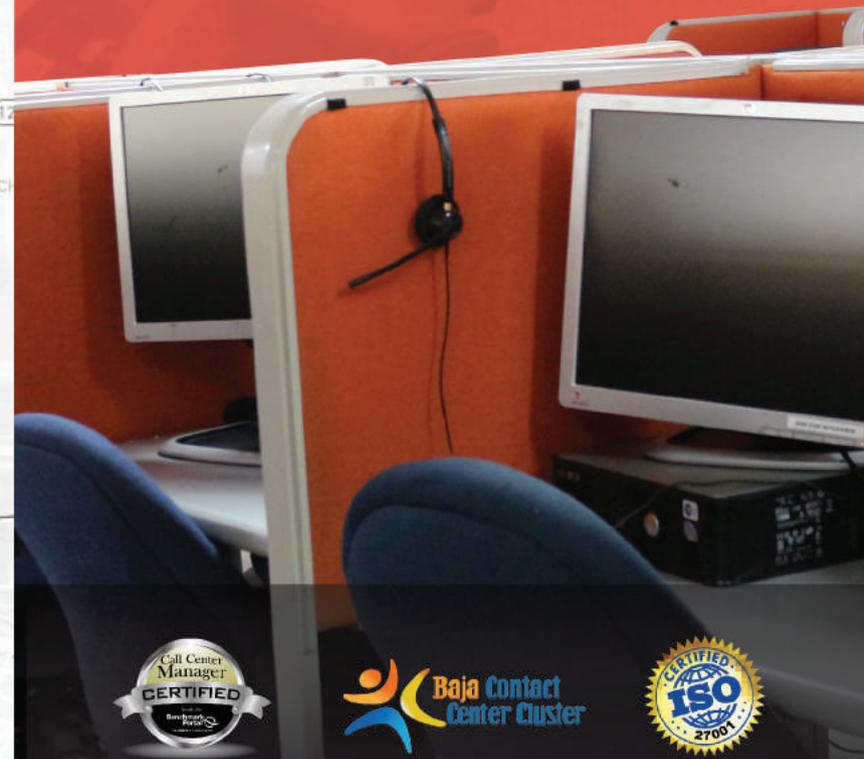
✉ felipe@firstkontakt.com  
aespinos@firstkontakt.com

# LET US START SERVING YOU TODAY

Innovative contact center services for technology and digital media companies.

All-Inclusive Services Starting  
**\$7.75** Per hour

Spanish only agents starting at  
**\$6.00** Per hour



# OUR SERVICES

First Kontakt offers a full range of inbound and outbound services, customized for clients across many industries. You can count on us to fulfill your needs and deliver the best customer experience.

## BILINGUAL

100% fluent in both English and Spanish (written and verbal form).

-  Customer service and support
-  Outbound marketing and sales
-  E-commerce order processing
-  Social media content management
-  Agent based messaging and chat management
-  AI and BOT based messaging and chat management.
-  Delivery management and logistics follow up
-  On demand executive assistants
-  Online and telephone survey processing
-  Technical product support Level 1, 2 and 3

## HIGHLY EDUCATED 100% BILINGUAL AGENTS

We provide our clients with highly motivated, efficient telephone professionals trained to engage in high quality business conversations.

# OUR INSTALLATIONS

