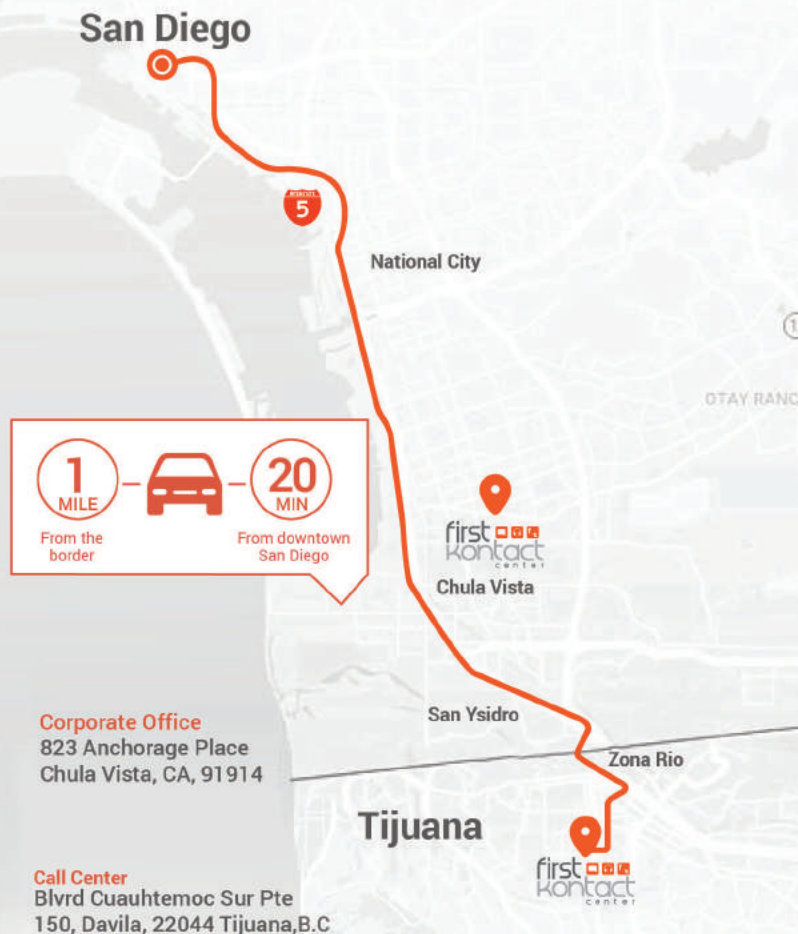


LOCATION THAT MATTERS

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

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
aespinoza@firstkontakt.com

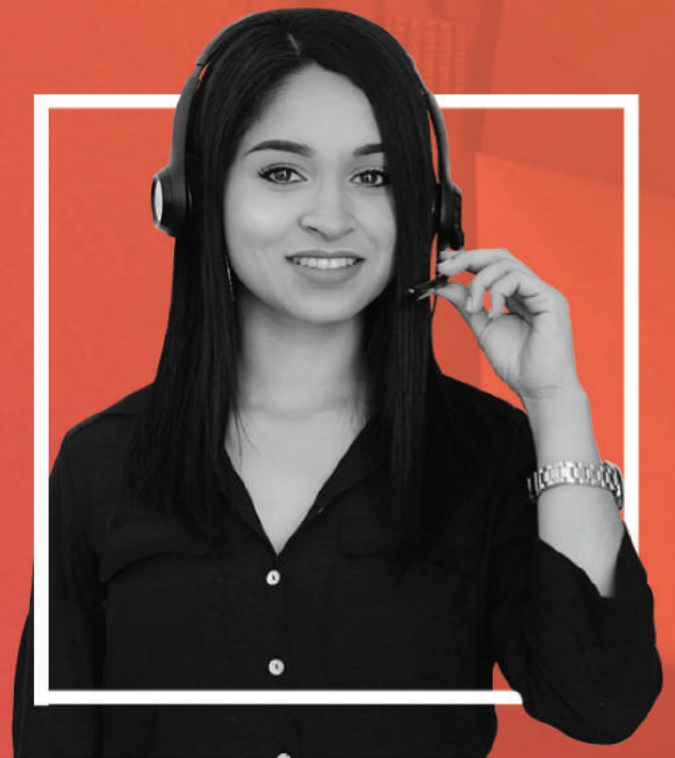
first
kontakt
center

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.

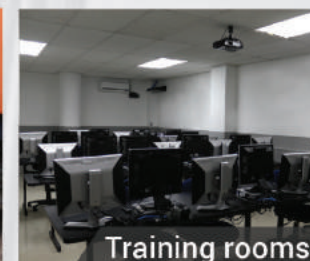
OUR INSTALLATIONS



Reception



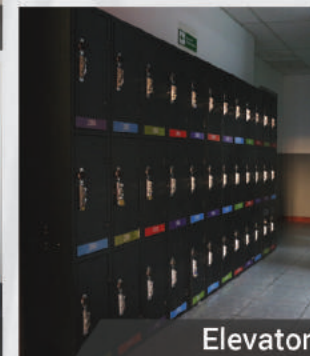
Training rooms



Training rooms



Meeting Rooms



Elevator



Meeting Rooms