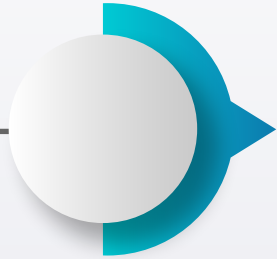


# InConexion

## BPO





## **Our aim.**

**At InConexion we do everything different as Contact Center. We characterize by provide human decent and quality employment, with this commitment our company members enjoy a happy work environment and this is reflected in the excellent results of work.**



**As a Colombian base company we have been recognized by the Colombian Congress in December 2021 for being a company with commitment to help the development of formal employment in the municipality of Jericó, Antioquia.**

**When you do business with InConexion, you're supporting a local company that generates Quality Employment in Medellín and Jericó Antioquia - Colombia.**

# InConexion BPO

1



## Collection

**Management with social sense and winning results**

2



## Sales

**Client profile and analysis to achieve better results**

3



## Service

**Friendly, trusty, attentive and troubleshooting service**

4



## Back-Office

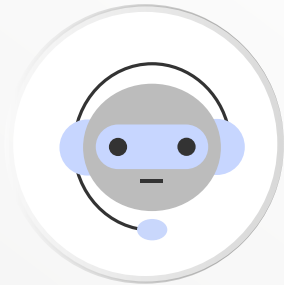
**Attention to detail, fit to the processes and customers' needs**

# Omnichannel

Call Center



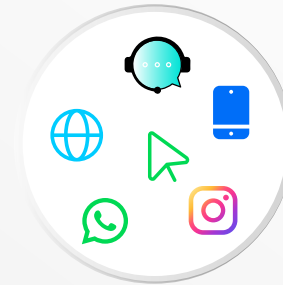
Chat Bot service



Text Messages



Social Networks Management



Interactive Voice Response IVR



## Our Allies

Raptor<sup>CALL</sup>

IntiCo

Issabel

Upbxberry

wolkvox

## Our Clients

sura

comfama

flamingo



JULIÁN MOLANO  
Otorrinolaringólogo

# Why choosing InConexion?

## Social responsibility

We contribute to the economic development of the municipality of Jericó Antioquia, supporting continuous projects in partner with educational institutions

## Business continuity

We have two contact center locations, in that way we guarantee continuous operation in case of eventualities and demand

## Growing company

We take care of our employees in Medellín and Jericó, keeping a happy environment, making InConexion a desirable job opportunity

## Flexibility

We adapt our processes to fit your company necessities. Creating Tailor-made strategies for your business

## Promptitude

We attend requirements quickly without reprocessing and cutting off bureaucracy

## Technology

Our omnichannel tools are shaped to be a 360 degrees management

## Results

We guarantee excellent results in our strategies and alliances, we become specialist of your business

# OUR WHAT TO DO IN INCONEXION..

## **COMFAMA COLLECTION:**

Through conscientious counseling of clients with economic difficulties, and performing a social collection, we achieved excellent indicators of recovery in the pre-legal and penalized portfolios of our ally, consolidating a commercial relationship of 5 years, based on the achievement of goals and collective purposes, which has made us the most efficiency of the Caja de Compensación Familiar de Antioquia in terms of portfolio recovery.

## **FLAMINGO COLLECTION:**

Our dedicated, judicious and efficient work has allowed us to act as conciliators between the debtors and our ally, thus reaching meeting points for the normalization of unpaid obligations, with which we have obtained the recognition of being the best external collection agency of Flamingo in the last year, standing out above 15 other agencies.

## **SURA TELESALES:**

Through a process that has taken more than 3 years, we have become a fundamental ally for the fulfillment of the objectives of SURAMERICANA and BANCOLOMBIA alliance. Since our high sales performance has allowed us to obtain important recognitions from both entities, highlighting conventions and awards. The foregoing added to the fact that we are audited annually by BANCOLOMBIA in everything related to Computer Security and Bank Reserve, each audit being satisfactory, which undoubtedly becomes a great support for us.

## **SASCHA FITNESS – NUTRICORP**

We execute the entire POST-SALE CUSTOMER SERVICE process of SASCHA FITNESS brand in a pleasant, helpful and close manner. An international bilingual operation that we manage from our headquarters in Jericó, with highly qualified bilingual personnel.

# InConexion

## BPO



**[jpelaez@inconexion.com.co](mailto:jpelaez@inconexion.com.co)**

**[Jonias.rivera@inconexion.com.co](mailto:Jonias.rivera@inconexion.com.co)**

**P: +1 754 236 5204**

