

# Aspects to Consider Before Hiring a Call Center Service



## Company Culture Affinity

Find a call center provider that can align with your company culture and vision to reach your **short-term goals** and contribute to your **long-term objectives**.



## Information Security Standards

Make sure to partner up with a company that can ensure your information is secure.



## Workforce Experience & Selection Process

Look into the experience of their executive team and the personnel that will oversee the call center operation.



## Work Environment

Find an outsourcing partner that treats their employees the same way you treat yours (or even better).



## Cultural Alignment with U.S.

The lack of empathy and **capability to understand and express U.S. language** nuances can damage customer service call centers.



## Training Model

Training is key if you want your outsourcing call center team to **perform as well or better** than your contact center team.



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