



Rigorous Attention to Detail

Our brand introduction and training process is as thorough and rigorous as possible. We take every moment to the highest standards of brand knowledge.



A Motivated & Engaged Team

It starts with our Protel BPO contact center team, who are engaged and motivated – and they are forward-thinkers during the training process. (It's a reflection of our high agent retention rate).



Brand Immersion

Brand Camp is a two day kick-off, with set agent milestones. Our team learns the ins and outs of your products or services, but also your values and the words and phrases you like to emphasize.

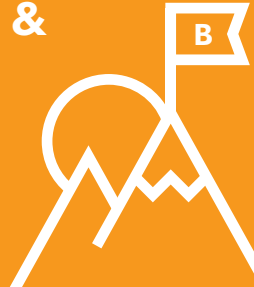


Agent & Leader Interaction

Along the Brand Camp path, and every day at Protel BPO, our agents enjoy an open-door, encouraging atmosphere across our leadership. We promote from within and are proud of our helpful, upbeat culture.

Nothing Matters More than How Your Customers Perceive Your Brand. At Protel BPO, the Training Process for Your Brand is a Top-Level & Rigorous Priority.

We Call it **Brand Camp.**



The Brand Camp experience is so important to every level of our team, from the agent to the team leader and our management. At Protel BPO, we know our agents act as an extension of your in-house team, representing your brand with accuracy and a commitment to your company's vision and goals.



High Value on Your Input

You will have direct access to agents and actively participate in how they receive training. Visit us, and walk the floors with agents – or choose to receive updates on training.



Ongoing Agent Incentives

With points programs and exciting rewards, Protel BPO has programs in place to ensure that agents are always progressing towards better brand knowledge and ever-improving service to your customers. It's just one of the reasons agents love to work—and keep working—at Protel BPO.



Daily Brand Camp Refocus

Each day, agents are updated on the sales, promotions or messages that are being highlighted by your company. This can be a specific promotion or to highlight a product line – but every interaction is framed by daily reminders of your core brand messages and values.



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