

A stylized graphic of a headset with a red callout bubble. The headset is black with a white circular detail on the left earpiece. The red bubble has a white outline and a white drop shadow, containing the text 'iDISCOVER YOUR EFFECTIVE SOLUTION!' in white. The background is a light gray.

iDISCOVER  
**YOUR**  
EFFECTIVE  
SOLUTION!

**DISCOVER YOUR EFFECTIVE SOLUTION**

## Who are we?

We are a growing company that is specialized in outsourcing BPO processes. Funded in 2009 when noticing a common need amongst different companies worldwide where communications had been growing rapidly, our purpose became to give clients an effective solution to their service needs through ideal human resource backed through technological innovation.



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## Our infrastructure

Currently we count with over 2,500 agents and coverage at a national and international level. Internationally we are in Spain, Mexico, Brazil, Japan, Thailand, China, Argentina and the Philippines where we manage different operation and recreation areas for our agents. We also have quality policies that ensure the best results for you and the best experiences for your clients.



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## Our Services

### Omnichannel Services:

Nowadays, companies have gone from having only one channel of communication to having multiple channels such as:

- Inbound/Outbound calls
- Technical support
- Document management
- Social media analytics
- PQRS management and follow-up

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## Our Services

### Omnichannel Services:

- Virtual assistance
- Virtual and face to face services
- Medical Appointment scheduling
- Satisfaction surveys
- Database updating
- Delivery order taking

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## Our Services

### TMK Sales:

In COS we take care of selling your portfolio, guaranteeing excellent results.

- Credit card applications
- Insurance inscriptions and sales
- Financial Service inscriptions and sales

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## Our Services

### F2F Sales:

Development of the commercial abilities of our F2F sales staff must be a development focused on understanding and essential knowledge of their clients with the purpose of obtaining a strong link on a higher scale.

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## Our Services

### Software Development:

We count with the necessary experience and knowledge in order to offer our clients database connectivity.

- MS-SQL
- MySQL
- Client server
- Software redesign
- Data processing



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## Contact Us

### National Level:

E-mail: [info@cos.com.co](mailto:info@cos.com.co)

Telephone: (57) +1 4863290 EXT 4

SITE 1 Cra 43 N° 17- 47

SITE 2 Cra. 43 # 17-25

SITE 3 Calle 13 # 42B - 42

Bogotá - Colombia



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## Contact Us

### International level:

We have coverage at an  
international level through:

Tel: 018884123836

Spain

Japón

Mexico

China

Brazil

Thailand

Argentina

Philippines



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## Contact Us

### Social Media:

-  Colombian Outsourcing Solutions S.A.S
-  @Outsourcingcos
-  Outsourcing COS
-  IBD-COS

