Atento@Home

Who we are

At Atento we specialize in providing businesses and organizations with innovative services, as well as solutions in the customer experience. We offer a wide range of services to meet our clients’ needs in the areas of Contact Centers, Business Process Outsourcing, Digital, and Solutions.

Why Atento@Home?

In 2020 Q1 we took a significant step in our evolution in providing better solutions for our clients. The COVID-19 pandemic affected the use of our service centers, and we decided to develop a new solution that expands our added value to various business scenarios, when location flexibility, rapid acceleration, access to specialized talent, overtime value to various business scenarios, when location flexibility, rapid acceleration, access to specialized talent, overtime.

What is Atento@Home?

Atento@Home is a flexible, agile, and secure, cloud-native solution that expands our added value to various business scenarios, when location flexibility, rapid acceleration, access to specialized talent, overtime.

Atento@Home pillars

- **Customer Experience (CX):** This pillar focuses on delivering a superior tailor-made customer experience. It includes providing high-quality interactions, maximizing CX, and productivity for our clients.
- **Agile Operations:** This pillar is about enabling agile operations through a robust model that ensures efficiency in interactions, operational excellence, and management processes.
- **Flexible Agent Deployment:** This pillar is dedicated to deploying agents with no geographical limitations. It includes shifting agents' time based on workflow peaks.
- **Productivity Increase:** This pillar focuses on increasing productivity through gamification programs, online training, and personalized professional development.
- **Advanced Security Integrated Operations:** This pillar is about ensuring security and control protocols.

Why Atento@Home?

They decided to start a transformation journey that involved deploying solutions, through a robust, scalable, secure, and high-performance cloud-native solution. Atento@Home was designed to deliver the best operations, with no interruptions, transparently and safely. Our commitment and productivity, providing a superior tailor-made customer experience.

Changes

- **Remote Workforce:** They moved to a remote workforce, breaking the concept of their operations.
- **New Webchat Platform:** A new webchat platform was created, providing greater options for CX.
- **Contract Agreements:** They suspended all agreements during the pandemic.
- **Prescriptions Management:** They reduced order management and delivery time to just one hour.
- **Customer Engagement:** They established a new customer engagement policy, and CX leaders.
- **Rapid Growth:** They provided a rapid growth in the stock exchange market.

Evolves your CX with Atento@Home!

Why not leverage the capabilities of Atento@Home to create a new Go to Market strategy that reaches out to future employees and enhances your market position? We have the experience and expertise to support your business and help you achieve your goals.

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