



Atento and Enel X Way collaborate to boost electric mobility in Europe

- Enel X Way chose Atento to deliver customer service in Europe in 7 different languages

VALENCIA, January 11, 2023 - Atento S.A. (NYSE: ATTO, "Atento" or the "Company"), one of the world's largest providers of customer relationship and business process outsourcing (CRM/BPO) services and an industry leader in Latin America, has announced that it is supporting Enel X Way in its innovation project to promote electric mobility around the world. Thus, Atento has launched a Multilingual Hub in the city of Valencia, from where 70 agents are providing customer service to the electricity company's customers in several languages and for several countries.

Enel X Way, the Italian division of the Enel group, has a platform that offers one of the most powerful connections in the market through more than 30,000 electric vehicle chargers spread across Europe and America. In addition, the company offers its customers to monitor and manage the progress of public charging through a simple application, which facilitates the recharging of vehicles throughout the city.

To bring this new, more sustainable form of transport and provide the best customer service, Enel X Way has relied on the Atento team to manage its customer service channels. The group, deployed in the multilingual hub of Valencia, has 70 agents, who answer the concerns and needs of Enel X Way users 24 hours a day, 365 days a year and in 7 different languages: Spanish, German, English, French, Italian, Romanian and Catalan. In addition to their native language, all team members have a minimum level of C1 in English, the main language with which the hub's teams communicate.

Besides, they have received specialized training that allows them to understand all the details of a complex service to address customer queries, which may contain multiple causes. They offer help, for example, in case of loading process errors, APP incidents or any questions about the products and services.

"At Atento we are especially proud to collaborate with Enel X Way, a company that is simplifying the complex world of electric mobility, making it more accessible to everyone. Thanks to our Multilingual Hub agents' in Valencia, we are convinced that we contribute to a more significant number of people leaning towards more sustainable transportation options. They can rest easy knowing they can have the information they need 24/7, and in their preferred language", to secure Marta Ramos, EMEA Clients Director of Atento.

This multilingual hub installed in Valencia will soon have a second additional location in Europe that will extend Atento's strategy in the EMEA region. It is also expected that more channels will be attended in more languages and countries in the coming months. Therefore, this growth will lead Atento to hire more professionals to grow the team and provide even more excellent support.



About Atento

Atento is the largest provider of customer relationship management and business process outsourcing ("CRM BPO") services in Latin America, and one of the leading providers worldwide. Atento is also one of the leading providers of nearshoring CRM BPO services for companies operating in the United States. Since 1999, the company has developed its business model in 14 countries where it employs approximately 150,000 people. Atento has more than 400 clients to whom it offers a wide range of CRM BPO services through multiple channels. Atento's clients are mostly leading multinational companies in sectors such as telecommunications, banking and financial services, healthcare, retail and public administrations, among others. Atento shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2019, Atento was named one of the 25 best multinational companies in the world and one of the best multinationals to work for in Latin America by Great Place to Work®. In addition, in 2021 Everest named Atento as a "star performer". Gartner has named the company two consecutive years a leader in its Magic Quadrant since 2021. For more information visit www.atento.com

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