

*AT 1CLICK, WE PROMISE FOUR  
THINGS: PEOPLE, PROCESS,  
TECHNOLOGY, AND  
TRANSFORMATIONAL GROWTH. AS A  
PROGRESSIVE, NEW-AGE  
OUTSOURCER, WE ARE FLEXIBLE,  
AGILE AND QUICK TO RESPOND TO  
CLIENTS' SHIFTING NEEDS. PEOPLE  
ARE OUR PASSION AND OUR POWER.*



## CONTACT US

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Tijuana Most Reliable  
Call Center



# THE COMPANY

1Click Contact Center was founded by Luis Esparza in 2017. After spending seven years as a Sr. Operations Manager and Managing Partner for two nearshore call centers, Luis took his knowledge, hard-work ethic, and experience and launched 1Click Contact Center, a state-of-the-art call center located in Zona Centro Tijuana.

Offering professional outsourcing services in Customer Service, Tech Support, Appointment Setting, Data Entry, Social Media Management, Sales, Lead Generation, and Collections. 1Click quickly has risen to the most reliable nearshore call center in Baja California.

1Click core business structure is to establish a highly-efficient, and yet cost-effective "nearshore" contact center for all of our current and future clients to benefit from.

1Click offers bilingual speaking agents with 100% English speaking capabilities who are also bi-cultural, multi-talented, well-educated, U.S. trained with the expertise in a wide array of call center business functions.



WE CREATE  
SOLUTIONS TO HELP OUR  
CLIENTS PREPARE  
FOR THE FUTURE.

# OUR SERVICES

## ENGLISH SPEAKING AGENTS STARTING AT \$8.50

Inbound and Outbound Customer Phone Support, Chat Support, Ticket Support, Appointment Setting, B2B and B2C Sales, B2B and B2C Lead Generation, Tech Support, and Collections.

## SPANISH SPEAKING AGENTS STARTING AT \$6.75

Inbound and Outbound Customer Phone Support, Chat Support, Ticket Support, Appointment Setting, B2B and B2C Sales and Lead Generation, Tech Support, and Collections.

## BACK OFFICE SUPPORT STARTING AT \$8.75

Data Entry, Payroll Services, HR Services, Virtual Assistant and Accounting

