



# Multilingual Support

## Breaking barriers with communication, culture, and customer service

The biggest challenge businesses face in providing outstanding multilingual support is the high cost associated with hiring, training, and retaining a highly competent multilingual staff.

SuperStaff helps small to large scale companies achieve high performance and cost-efficiency in delivering multilingual support by leveraging access to a global pool of talent and advanced technological resources.

**SUPERSTAFF  
MULTILINGUAL  
SUPPORT**

# What We Can Do For You



## 24/7 Support Capability

Deliver around-the-clock multi-language support via phone, email, chat, and social media. SuperStaff understands the importance of accessibility and responsiveness in meeting customer expectations. Our onshore and offshore operations work on every shift of every day, and will always be available for your customers.



## Native-Speaking Specialists

Engage your customers in the language they are most comfortable using. We believe that the key to a successful customer experience lies in making your client feel acknowledged and appreciated. As such, we expanded our expertise to provide multilingual customer support. We cover all major languages, including

French, Spanish, German, Japanese, Cantonese, Mandarin, Russian, Korean, and Portuguese.



## Customer Service Excellence

Increase customer satisfaction through impeccable customer service. Excellence is among our core values at SuperStaff and we understand that the quality of the customer experience profoundly impacts commercial success. As such, we maximize every client interaction to create a lasting impression.



## Cost-Efficiency

Leverage our workforce and technology to provide a full suite of multilingual support. We utilize our proficiency in offshore outsourcing economics as we equip you with globally competitive multilingual talent.

# Our Process

SuperStaff BPO provides end-to-end multilingual support to propel our clients' growth as they capture the international market.



## 1. Identify needs

Our process starts with determining your type of business and identifying the resources and language expertise you'll need. We also discuss the cultural practices of the country where your market is based.

## 2. Establish goals

Once we acquire a full grasp of your industry's customers, we define objective goals for the multilanguage support service you will need. Besides specifying language expectations, we outline targets and clarify performance evaluation measures that we will need to exceed.

## 3. Create scope of work

The next step is to outline a work process tailored to what your business and customers require. The overall plan may vary according to your preferred communication channels and whether the type of support is inbound or outbound.

## 4. Select from talent pool

After we finalize initial planning and align goals, we proceed with building your multilingual team. We closely involve you in this process and let you pick from our pool of candidates, who have been carefully evaluated to ensure competence in speaking your clients' vernacular.

## 5. Train and integrate

To prepare the agents for a successful multilingual support operation, we facilitate comprehensive language and culture training. Our training team also integrates your company's ethos and vision in the training sessions and materials.

## 6. Manage office operations

Our role doesn't end after completing the setup of your multilingual support center. To position you for the best possible outcome, we manage our multilingual support teams' performance daily.

SUPERSTAFF  
MULTILINGUAL SUPPORT

# The SuperStaff Approach

SuperStaff's approach to multilingual support is geared toward creating value-driven solutions that equip our clients for global competency.

## Scalable Processes

Through our customizable and scalable multilingual solutions, we help you achieve operational flexibility. Adjust role responsibilities, processes, and expectations according to your business's needs.

## Comparative Cost Advantage

Achieve economies of scale in your multilingual operation. SuperStaff ensures cost-efficiency by employing global strategies that reduce labor and technological expenses—without compromising the quality of the multilingual customer experience.

## Consistent

We dedicate ourselves to helping you realize your multilingual support goals. You can count on us to follow through with our commitment to deliver the best service possible from beginning to end.

## Transparent

SuperStaff puts a high value on integrity. Our processes exist to promote transparency between our management team and our multilingual agents, and our company and our clients.

# Multilingual Support



French



Japanese



Cantonese



German



Korean



Portuguese



Spanish



Mandarin



Russian



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