

Empowering Connections, Exceeding Expectations.

Valor Global stands as a beacon of excellence in customer care, certified as a Minority Business Enterprise (MBE) and powered by a robust team of over 4,000 professionals worldwide. We're not just about service; we're about crafting personalized experiences that not only meet but surpass customer expectations, fostering loyalty and propelling revenue growth.

THE VALOR DIFFERENCE

Unrivalled Employee Experience:

Our industry-topping retention and show rates are a testament to the exceptional service we pledge to every customer.

Secure Comprehensive Solutions:

From advanced analytics to omnichannel tech, our secure global infrastructure supports a complete range of customer experience needs.

Strategic, Data-Driven Solutions:

Tailored programs that align with your business goals, driving measurable enhancements in resolution rates, customer satisfaction and value.

Smart Pricing, Maximized ROI:

With outcome-based pricing, we guarantee a significant return on your investment.

Seamless Omnichannel Support:

We ensure a consistent and superior customer experience across all channels, available 24/7 with bilingual capabilities.

Analytical Excellence:

Our data analyst and AI agent assist tools provide invaluable customer experience insights, and reduced Time-to-Competency.

GLOBAL FOOTPRINT

North America



Asia



Latin America
and the Caribbean



South Africa



INDUSTRY EXPERTISE:

We serve a multitude of sectors with precision and understanding, from Utilities to Healthcare, Telecom to Retail, and beyond.



Cultivating Excellence



People System

We invest in our team's well-being, community involvement, and personal growth.

Performance System

Valor is a launchpad for professional development, offering extensive training for leadership and success.



PROVEN OUTCOMES



Surge in Net Promoter Score

Achieved through AI Agent Assist and increased resolution rate.



Handle Time Reduction

Accomplished through our LEAN-driven operational improvements.



Call Volume Reduction

By enhancing customer self-service options and automating routine task



Reduced Time to Competency

Through our AI assisted learning management system.

VALOR'S SUITE OF CAPABILITIES

- Retention Programs
- Revenue Cycle Management
- CSAT & NPS Programs
- Scheduling
- Technical Support
- Sales
- Back Office Support
- Comprehensive Customer Care
- Patient Experience Services
- Multilingual Product Support



Commitment to Exceptional Experiences

Cultivating innovation to transform your business

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