

Call Center Services

#OneLessWorry

- Do you like being put on hold? I'm sure your **clients don't!**
- Peaks in call volume during business hours that require **overflow help?**
- Missing **after hours** calls?
- Exhausting internal resources that could be doing **higher level work?**
- Facing higher call **abandonment rates?**
- Want to keep your staffing **onshore?**
- Priority calls** being sent to voice mail?











In the current ever challenging business climate, customer service organizations are aware that providing consistent and superior customer experience is critical to fostering loyalty and increasing revenues. And to deliver a great customer experience, it is crucial to optimize and enhance their operations. They know that if they fail to deliver as per customer's expectations, competitors are standing ready to snatch these customers.

Innovation Networks manages inbound, outbound or mixed customer contact capabilities over telephone, email, or online chat. We can create a call center solution for you ranging from a small as a three-person operation, to a world-wide support solution. In collaboration with our clients, we develop and train customer service professionals to perform a wide range of call center functions.

STOP losing potential revenue because of missed calls. Outsourcing your call management frees you to focus on acquiring new clients while we take care of your existing ones. Innovation Networks is a seamless professional extension of your existing business. We will help you by transferring your afterhours and overflow calls to us and can manage them any time, any day, 24/7, and 365 days a year.

What Does This Mean for You?

-  **ACD (Automatic Call Distributor)** queue with options to provide skills based routing, call monitoring, call recording, call metrics and much more.
-  **Increase Efficiency** with Real-time Analytics & Dashboards
-  IVR, Call Recording, Click-to-call, **Automations**
-  **Accurate and consistent** call-handling
-  Key focus on **customer satisfaction**
-  **Continual service** improvement processes
-  **Scalable** solution
-  Cost **savings**



Ready to
Get Started?

Don't hesitate to give us a call to start a conversation – we will not drown you in "multiple sales calls," and we respect that these are neither fast nor easy decisions to make for your organization.

We strive to create real partnerships with all those we work with, and look forward to being part of your team.



The Right Tools for the Right Solution.
Every Time.

www.innovationnetworks.com

