

Why hire a call center or answering service?



call management
resources

CallCMR.com • (800) 475-7300



Who's on the frontline of your business taking the initial call from your client or potential customer?

If you are a small business, it is probably you, your partner or most likely voicemail for after-hours coverage. If you are a larger company, the constant cycle of people in and out of those receptionist and customer support positions can be a headache for any manager, not to mention the worry if the calls are getting to the right people in your organization.





Today, companies large and small are realizing the benefits of hiring outside firms to handle their phones for everything from customer support, dispatching, receptionist services, employee call off lines, appointment scheduling, claims processing and after-hours support.

Benefits of partnering for your call center needs include:

24/7/365 Coverage

Providing phone coverage day and night, every day of the year is the business of an answering service or call center provider. Scheduling headaches and hiring problems can be an issue you no longer have to manage.

Goodbye Training

Because of the high turnover in receptionist and customer service roles, your company may find training to be an ongoing expense and quality an issue. Quality call center providers have extensive training and retention programs for their agents and once your account is established, training on your account will not be part of your business process and no longer a task you need to manage.



Flexible Volume - Flexible Staffing

Have a big ad campaign ready to roll? Is your business seasonal? Sending your calls to a call center provider that is large enough to absorb the fluctuations in call volume can be a big boost to your bottom line. Instead of hiring people for the holiday rush or for a temporary project, just notify your call center provider and that's it; they can handle the staffing and planning for you, often rather quickly in an emergency or unplanned situations.

Make a Great Impression

Are you a one-person shop or a business just starting out? An answering service solution could present a professional voice for your customers when they first interact with your business. Instead of sending people to voicemail, have a professional call center agent take the information you need.



Latest Call Center Technology

Call center technology is the top of mind for quality call center providers who continually invest in the best equipment and technology to make sure their clients have the best options available when deciding how they want their customer calls handled.

Capture Every Lead

How much is a potential customer worth to you and your business? With a live customer service agent answering your phone quickly and professionally, 24/7/365, you can be sure that potential customers are not being lost by receiving a voicemail message or a busy signal.



Companies large and small can benefit from partnering with an answering service and call center solutions provider.

If you would like to explore the various ways that partnering with Call Management Resources could positively impact your bottom line, contact our answering service and call center solutions experts today and let us design a plan that is the perfect fit for your business.



**Missed Calls Cost You Money.
Answered Calls Make You Money.
We Answer Calls.®**



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