

Contact Center Services

#OneLessWorry

- ⚡ Are your customers being **put on hold**?
- ⚡ Are **important calls** being directed to voicemail?
- ⚡ Are you **missing calls** outside normal business hours?
- ⚡ Does your call volume **overflow during peak hours**?
- ⚡ Are your customers dropping calls when there is **no immediate response**?



What Does This Mean for You?

- ⚡ Call 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 & **Cost savings.**


Innovation Networks manages inbound, outbound or mixed customer contact capabilities over telephone, email, or online chat. We customize contact center solutions as small as a three-person operation, or much larger. In collaboration with our clients, we develop and train customer service professionals to perform a wide range of customer contact functions.

STOP losing revenue because of missed calls. Outsourcing your first line customer contact to a professional provider, frees you to prioritize acquisition of new customers while we take good care of your existing ones. Innovation Networks is a seamless professional extension of your existing business. We will help you by transferring your after hours and overflow calls to us and can manage them any time, any day, 24/7, and 365 days a year.

Fee Structure


Please email or call us for your fee structure. Every business is different and costs are calculated based on call volumes, business hours, types of calls and much more.

Monthly Admin: Includes reports on SLA, Queue call metrics, KPI's, Survey Feedback and more.


 Monthly reporting

 Weekly reporting

Per call Costs: for each month are categorized as

 1-25 calls, 26-50 calls, 51-100 calls, 101-up calls

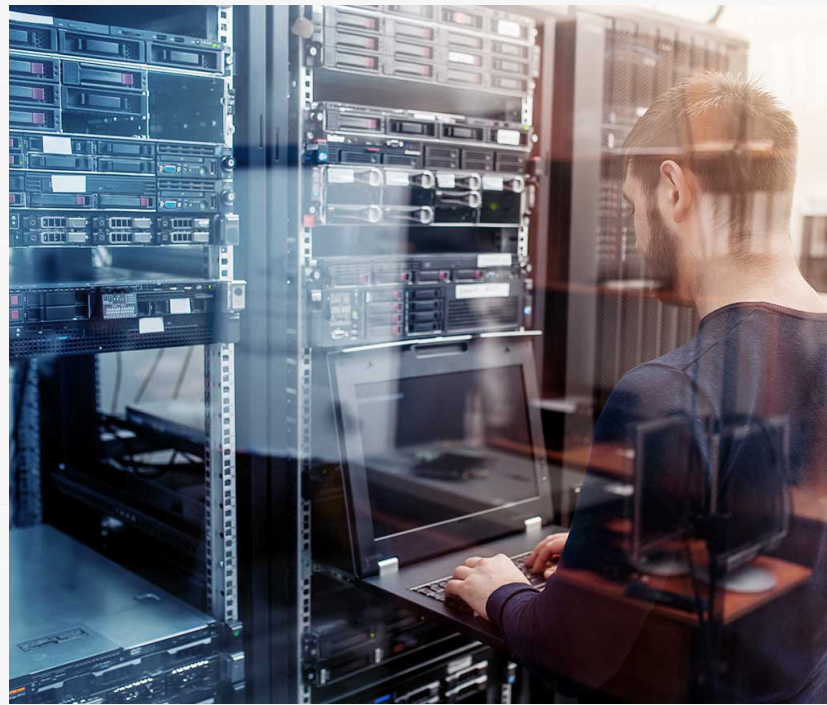
Direct Costs that could be associated:

 DSL line, minutes monthly used

 Licensing fees

 Ticket portal (if required)

We also offer a flat monthly fee based on required coverage hours, call volume, and SLA expectations.



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

