

CALL CENTER SERVICES

Would you like to deliver state of the art, cost effective customer contact solutions to your organization? Navigating the maze of call center outsourcing? How do you find the right partner for your organization?

At Superior Contacts we bring outsourcing back where it belongs...tightly integrated and closely aligned with the day-to-day and long term goals of your organization. We believe our call center services are most effective when we partner with our Clients in a proactive, results-oriented manner.

Would you like to deliver state of the art, cost effective customer contact solutions to your organization?



Superior  Contacts
Call Center Services



**DELIVERING SUPERIOR
CUSTOMIZED CALL
CENTER SOLUTIONS
FOCUSED ON YOU.**

Superior  Contacts

Marquette, Michigan 49855
Phone 906.225.1765
info@SuperiorContacts.com





Our customer service support representative will field your calls as if they worked directly for your company.

SUPERIOR RESULTS

For example, unlike other call center outsourcing services, our

focus starts with where you want to finish. We will challenge you to identify multiple “results” you wish to achieve from each customer contact, and then build those needs into a customized call center solution designed exclusively for you.

“...we bring outsourcing back where it belongs...tightly integrated and closely aligned with the day-to-day and long term goals of your organization.”

SUPERIOR COST CONTROL

We understand the need for cost control. Efficient call centers not only eliminate capital expenditures, but also convert labor resources from rigid fixed costs to flexible variable expenses. Learn how Superior Contacts call center outsourcing services can work for you.

SUPERIOR INFORMATION

The customized information that our Call Center gathers, allows you to better understand and manage each customer contact.

SUPERIOR TECHNOLOGY

Outsourcing call centers all face the challenge of not only presenting a transparent image of your organization to

each caller, but also seamlessly integrating with your existing infrastructure. We pride ourselves on offering state-of-the-art solutions to these business challenges. Our systems leverage your existing web presence and capability to provide service excellence not offered by other call centers.



- ✓ Knowledgeable, experienced and highly trained call center representatives who believe that helping your customer means everything.
- ✓ State of the art web integrated call processing systems that are built to leverage your existing web infrastructure and allow you to maintain complete control over vital proprietary information.
- ✓ Call statistic and disposition reporting designed to provide timely information that you need to make critical decisions.
- ✓ A partner relationship that focuses on achieving results which benefit our mutual long term, growth and success.
- ✓ With a productive, cost effective approach to call center services that keep your costs under control.
- ✓ Incentive based programs that reward call center representatives who provide helpful feedback about your business and your customers.

LIVE CUSTOMER SUPPORT

KNOWLEDGEABLE REPRESENTATIVES

SERVICE CUSTOMIZED FOR YOUR ORGANIZATION

PHONE, EMAIL AND WEB CHAT