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| |  | | --- | | A call center is a centralized office used for the purpose of receiving and transmitting a large volume of requests by telephone.  A call centre is operated by a company to administer incoming product support or information inquiries from consumers. Outgoing calls for telemarketing, clientele, and debt collection are also made. In addition to a call centre, collective handling of letters, faxes, and e-mails at one location is known as a contact centre.  A call centre is often operated through an extensive open workspace for call centre agents, with work stations that include a computer for each agent, a telephone set/headset connected to a telecom switch, and one or more supervisor stations. It can be independently operated or networked with additional centers, often linked to a corporate computer network, including mainframes, microcomputers and LANs. Increasingly, the voice and data pathways into the centre are linked through a set of new technologies called computer telephony integration (CTI).  Most major businesses use call centers to interact with their customers. Examples include utility companies, mail order catalogue firms, and customer support for computer hardware and software. Some businesses even service internal functions through call centers. Examples of this include help desks and sales support.  ++Advantages of having a Call Center Service for any Company++  · The benefits combined with developing company own call-handling center are truly incredible once them. Not only will company generate new clients, but also keep existing clients satisfied.  · One of the greatest benefits to having a Call Center services is that company clients will be able to speak to a person the first time that they call. Since everyone hates having to be placed on hold or told to call back, the use of a Call Center service could greatly increase the satisfaction of clients.  · Another benefit of having a Call Center Service for business is that it could increase the number and type of clients. There are many companies who do business with clients all around the world. Contempt a worldly connection, there are many established employees who only speak one language. Many Call Center service representatives are multilingual. They may be able to help new foreign clients. It is also possible to have a 24-hour Call Center service to support clients that are from different areas of the world and in different time zones.  · One of the major benefits of the on-demand Call Centers is the ability to provide any relevant equipment a Call Center operator might want thus reducing the cost of entry into potential lucrative markets.  · Make the most out of your investment and get a nice return by investing in your time wisely. Call Center services will hopefully free up more for you to focus on the work you like and take more time for marketing and advertising, to improve sales and projects.  · Inbound calls can be professionally answered using by agent intelligence and information can be easily given to callers.  · Answering machines or voice mail can be perceived as cold and impersonal. Live telephone answering services like inbound Call Centers give you a more professional image. Statistics show the percentage of hang-ups on answering machines is significantly greater than a live answering service.  · Some companies managed Call Center services based on the Cisco solution. IP-based customer interaction networks are enabling companies to measurably improve response time and increase customer satisfaction while at the same time reducing agent costs and improving network efficiency. (Vcare call center is an example of CISCO based/funded call center in India, which can able to meet your requirements)  ++Technology used in Call Centers++  Call centers use a wide variety of different technologies to allow them to manage large volumes of work. These technologies facilitate queuing and processing of calls, maintaining consistent work flow for agents and creating other business cost savings.  These include ;      \* ACW (After call work - Sometimes called "wrap" or "wrap up")     \* ACD (automatic call distribution)     \* Agent performance analytics     \* AHT (Average Handle Time)     \* ANI (automatic number identification)     \* Automated surveys     \* BTTC (best time to call)/ Outbound call optimization     \* Call Recording (call recording software)     \* CIM (customer interaction management) solutions (Also known as 'Unified' solutions)     \* Chat and Web Collaboration     \* CTI (computer telephony integration)     \* CRM (customer relationship management)     \* Desktop Scripting Solutions     \* Electronic performance support systems     \* Email Management     \* Enterprise Campaign Management     \* Issue tracking system     \* IVR (interactive voice response)     \* Knowledge Management System     \* Outbound predictive dialer     \* PDS (Predictive Dialing System)     \* Outsourcing     \* Quality Monitoring (call recording software)     \* Speech Analytics     \* Third party verification     \* TTS (text to speech)     \* Virtual queuing     \* Voice analysis     \* Voicemail     \* VoIP     \* Voice recognition     \* WFM (workforce management). | |  |