

Call Center Outsourcing Solutions

It is crucial for any business to deliver impactful service across all customer touchpoints so that your customers are heard, helped, and happy.

From social media messaging to traditional telephone communication, you have to be able to communicate with your customers around the clock. Give your contact center the support it needs – and the peace of mind necessary to concentrate on what makes your business unique.

Benefits



Improved Productivity and Reduced Operating Costs:

Call center outsourcing eliminates in-house call center set-up and staffing expenses, lowering your internal overhead costs. According to Harvard Business Review, when companies of all sizes choose to outsource, they save up to 30% per month.



Remove the Never-Ending Staffing & Training Headaches:

It is more complex than ever to recruit, develop, and retain call center staff in today's labor market. By leveraging SALIX's outsourced call center, you can access global talent that can support your organization – while bearing none of the challenges of managing the operation internally.



24/7 Operational Availability

Leveraging an outsourced call center allows your business to extend customer service business hours, increasing customer engagement and satisfaction rates. This has the benefit of helping your company generate more opportunities and serve a larger audience.



Scalability and Flexibility

Outsourced call centers can expand with your business needs based on seasonality or organic growth. SALIX's call center can provide flexibility and scalability to meet your changing business requirements.