



**Call Center
Management Services
Service Value Partnership**

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Introducing Call Center Management Services



Thanks for your interest in **Call Center Management Services (CCMS3)** for your outsourced customer contact needs. We've been providing excellent service to our clients for the past twenty five years because we know the contact center industry. This is our specialty at **CCMS3** and it allows us to surpass the competition for in- and out-bound sales and customer service calls -- in cost and quality. We respond to inbound contacts or orders via any means including phone, email, fax, or chat. We have an excellent track record with outbound and our customers rave our about our service capability.

Our agents professionally represent your business and deliver world class customer service. Our clients rate **CCMS3** service higher than their in-house service because we get to know their business and customers so well. This is done by extending partnerships throughout the organization. After costs analysis, clients have even transferred work out of the Philippines to **CCMS3**

because it was more cost effective and their customers receive better service. If customer retention is important to you, **CCMS3** can help.

CCMS3 adds value. Because we are specialists in supporting clients that utilize Multi/Omni-Channel customer engagement, we satisfy the caller regardless of the situation. Through continuous training and coaching, our agents actually increase sales while reducing ordering errors. Our technology department provides call metric analysis that increase efficiency. Our technical response and capabilities provide you with rapid custom solutions, without the exorbitant fees. We strive to go the extra mile because our goal is to be the "contact center of choice" for all our clients.

Our track record speaks for itself in client retention. No client has ever been lost because of **CCMS3** under-performing. We deliver measureable ROI value for our clients' outsourcing dollars because we focus on value driven services. **CCMS3** has grown based on results and continues to cultivate that reputation of success.

How are we successful? Our highest priority is your satisfaction. We focus on two key areas: providing outstanding service and keeping our costs low. Our Operations team is vigilant about efficiency so we can pass that savings on to you. We add value with the expertise gained by serving specific industries. Over the years we've created a service culture that all of our employees believe in. Our values are *Service, Value & Partnership*. We live them every day.

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