



## Total Contact Center Resources



With the addition of a complete suite of contact center capabilities and tech support to fulfillment and packaging, your full retail support needs are achieved. For your outsourced customer contact needs, our services for your customers will allow you to focus on your business. Our trained agents are specialists in delivering your brand and services seamlessly. We offer the market's most cost effective solutions for:

**Order Processing** – Order entry and processing are enabled through a variety of methods including your web based order entry systems or secure direct interface with your CMS.

**Customer Service** – Our seasoned customer service agents typically deliver equal or better results than the clients own agents!

**Mail Order** – Processing to your specifications for turnaround time and accuracy.

**Email** – Supplement your web based or off hours needs for responsive sales and service.

**Web Chat** – Your customers get on demand responses through the immediacy of instant chat.

**Sales and Marketing** – In- and out-bound telesales and marketing can supplement your own programs or become a lead generator. CRMI's agents have considerable experience in up-selling, cross-selling and proactive customer service techniques that have delivered documented increases sales and profits.

**Surveys & Market Research** – Specializing in B2B and B2C, we are able to achieve results quickly and provide research and analysis for your Marketing needs.

**Reporting and Analytics** – The backbone of any successful program, our standard and custom report features allow you to see results quickly and accurately.

**Tech Support** - Providing Tier 1 and 2 Support via inbound calls, e-mails and chat.

**24 X 7 Reliability** – CRMI's full-service customer contact center provides 24-hour, seven-day support every day of the year for your customers along with a single point of contact for quick, effective answers to your sales and service needs.

**Security** – Safe, secure systems protect data, and we are 100% PCI compliant.

**Referrals and References** – Our clients rave about how well CRMI Solutions defines partnership for their contact center needs. Referrals from our satisfied clients have been the foundation of our success.