



HEARING CARE AGENTS



Professional agents handling appointments, patient enquiries, order status, and medical device support for several hearing center clients.



CLIENTS

Several national hearing centers



NEEDS

Hearing aids are a high value item and clients needed a contact center partner who had a proven reputation in the hearing industry for delivering exceptional customer care. Our BPO partner provides a full range of support in lead generation, patient enquires, order processing, and general customer care. They have a range of pricing based on agent location with a platinum level of customer service unrivaled anywhere else in the contact center industry. **Consumer Reports** in 2022 stated "That level of support can make a big difference in how satisfied people feel with their hearing aid."

SOLUTION

- Developed custom agent profile to meet clients' robust requirements.
- Integrated with clients' systems for security and HIPAA compliance.
- Arranged regular meetings with clients to discuss improvements in operations and provide feedback on key measures.



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