



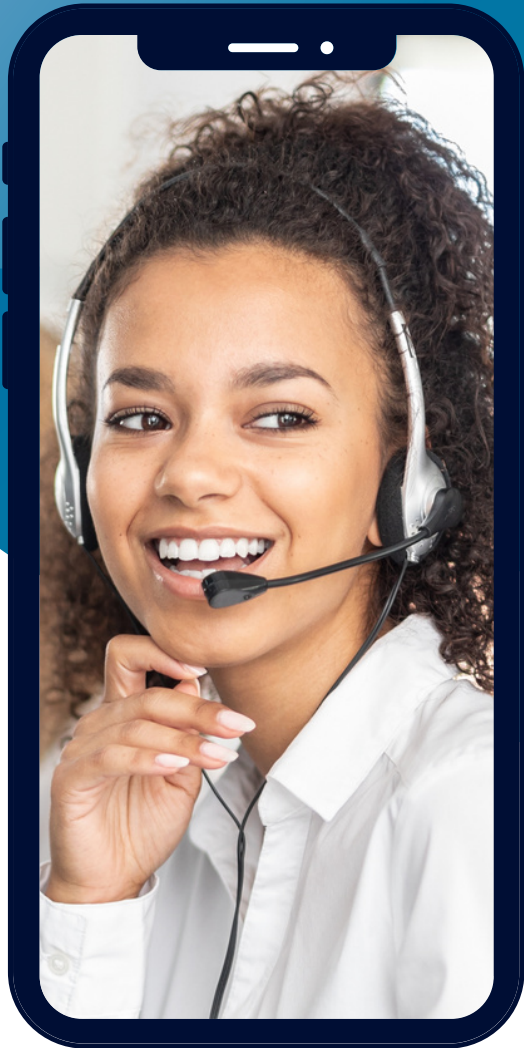
# Concierge

A Contact Center Consultancy

1-800-410-1107

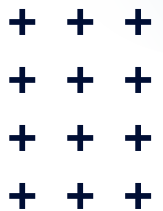


[www.callcenterconcierge.com](http://www.callcenterconcierge.com)



# MEDICAL CUSTOMER CARE SPECIALIST

Professional agents arranging care management services, medical sales, and patient care appointments.



## CLIENT

National healthcare company operating in all 50 states with 5,000 medical personnel.

## NEEDS



Healthcare company growth exceeded in-house call center capacity and they needed a responsive partner to develop brand agents to provide high quality warm outbound calls to their prospective clients.

## SOLUTION



- Developed custom agent profile to meet client's high requirements
- Integrated with client's CRM using thin client for security and HIPAA compliance
- Set up frequent information exchange with client to further improve and exceed client's expectations on key measures.



Call Center Concierge LLC

Phone: 800-410-1107

Email: [info@callcenterconcierge.com](mailto:info@callcenterconcierge.com)

# MEDICAL TECHNOLOGY

## *Customer Product Support*

### Client

Dynamic US medical technology company experienced phenomenal growth with hospitals and clinics. Customer care contacts went from 30 to 10,000 per day.

### Goal

- Revamp & streamline call flow process & training to manage new growth.
- Ensure proper and timely handling of all customer communications while controlling costs.
- Establish strategic plan to allocate communication resources.
- Develop plan to enhance brand.

### Solution

- Created knowledge base for agents to access current information instead of memorizing all information.
- Created two tiers of agents, general enquiries (80%) and specialized (20%).
- Created customer self-help portal option available 24/7/365 which reduced expenses 30% for client.

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CHALLENGE: RAPID GROWTH

ENHANCE BRAND

MAINTAIN QUALITY

CONTROL COSTS

### CONTACT US

We can provide the specialized customer support you need with options whether it is 5, 50 or 500 agents.

**Andrew McIntyre (Consultant)**  
**Phone: 561-762-5160**  
**Email: [andrew@callcenterconcierge.com](mailto:andrew@callcenterconcierge.com)**

# OUR SERVICES



Action is the  
foundation  
of success

We represent a **portfolio** of high-quality private call centers & contact centers who offer concierge quality customer support.

Our consultancy services are **FREE** to you. We are able to match your company to a suitable contact center with the best expertise and experience to support your business.

- Each center has 20+ years' experience in customer support
- Serve top national and international brands
- Possess the latest technology with 24/7/365 support
- Range in size from 400 to 2600 agents
- Can place agents where you want
- Client references upon request
- Executive teams respond quickly to all communications

# PARTNERSHIP

- Trust
- Value
- Collaboration
- Innovation



# Pricing



The high quality of customer service offered by our portfolio companies is available at **affordable rates** even for companies that only want operations in the USA.

Our centers are entrepreneurial and efficiently run organizations who have very experienced management teams with up-to-date technology. This leads to better pricing.



## Pricing Factors

- Type of Customer support
- Hours of Operations
- Volume - calls, emails, text, chat
- Service levels
- Location of agents

For tier 1 customer support agents in the USA & Canada the base ranges from **\$30-\$35** per hour for dedicated brand agents.



For nearshore agents, tier 1 bilingual speaking agents would start around **\$21** per hour.

Contact us for a **quote** for your business, whether you need 5, 50 or 500 agents. Knowing your options today allows for better business decisions tomorrow.

# Connecting Companies & Contact Centers

## Portfolio Expertise

- Retail Apparel
- Automotive
- Healthcare
- Food & Beverages
- Health & Beauty
- CPGs
- Entertainment
- Reservations
- Financial Services
- Product Support
- Hospitality
- Household Goods
- Furnishings
- Subscriptions

## Contact Us for a Quote Today

### Call Center Concierge

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