

Call Experts Media Kit: Backgrounder

Founded in 1982, Call Experts (CE) is a family owned and operated call center focused on providing extensive telecommunications and office-based services to professionals in numerous industry categories. The CE team has a depth of experience in virtually all answering service and contact center applications, numerous long-standing customer relationships, and a corporate culture that values kindness, professionalism, and a personable, caring work environment. From just one small office in Charleston, S.C., the company has grown to three offices along the east coast with over 250 employees.

Call Experts takes a customized and consultative approach to form a productive work partnership with all of their clients. They help clients keep the focus on their business and customers by providing efficient and affordable outsourcing solutions. By answering caller questions, setting appointments, relaying messages, collecting consumer data, or more specifically, by managing employee attendance lines, scheduling deliveries of medical equipment, routing disaster recovery operations, serving as a virtual receptionist, or taking product orders, the team at CE takes care of diverse needs for each client's customers.

Clients range in size on a local, regional, or national level, from small businesses to Fortune 500 companies. CE takes an individualized approach with each client, no matter the size, and assigns each client a dedicated account manager to assist with scripting, on-boarding, billing, and more. From day one, the account manager works to understand and interpret the client's specific needs and be the point of contact for any questions or concerns that might arise.

All agents, Experts, at CE go through a three-week training program followed by continued learning and quality assurance training. The program introduces team members to a clear understanding of problem-solving skills, customer service standards, CE's reporting system and internal call center programs, and how to manage client needs. Call Experts offers a career path that seeks to motivate and empower every employee. Most staff members are promoted from within to ensure the highest customer service standards.

Call Experts finds the best solutions, from time-tested strategies to cutting-edge services. The team is value-oriented, organized, and committed to excellence. The company exudes a family atmosphere that extends beyond employees to clients. Part of the daily mission is to create an internal sense of community that benefits every one of the team members and each of the clients too. As their slogan suggests, "don't just answer your calls - inspire real communication."

Based in Charleston, S.C., Call Experts also has offices in Charlotte, N.C., Branchburg, and New Jersey. For more information, visit www.callexperts.com or call 800-374-0911.

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