



CONTACT CENTER SERVICES

**When your customers need to talk to you,
you need to talk to us.**

Sound Telecom delivers innovative customer care solutions that reinforce your unique character.

Hiring and Training

We vigorously recruit the brightest and best talent. Every candidate is carefully screened then tested. Contact center agents are nurtured by our values of customer-centric service.

Collaboration

Our implementation specialists dig deeply into your business service processes and adapt our systems to create a unified response your customers can depend on.

Quality Assurance

Quality is continuously promoted through diligent program supervision, monitoring and reporting. Our performance-based culture drives results. You get customer satisfaction with every interaction.

Solid Infrastructure

Multiple telecommunications carriers with redundancy and failover at all levels of operation, emergency power generators, geographically stable call center locations and real-time data backup systems mean that you can sleep at night.

Reliable Results

Quality assurance specialists, supervisors and agents all work together to carefully collect and evaluate program data to make proper adjustments and enhancements. We report the results and work with you to ensure that response is in line with your expectations.

Professional. Friendly. Courteous.

Multi-Channel Contact Center Services

- Inbound
- Outbound
- Web support
- Email
- Chat
- Business Process Outsourcing

Innovative Customer Care Solutions are Developed Here.

- Immediate scalability
- Multi-channel contact response
- Professional, consistent image
- Customer retention
- Loyalty programs
- Shared and dedicated support
- Cost effective

**Domestic, US-based
customer support services
since 1986.**

**Let's Develop Your
Solution Today**
1.800.557.1550
www.sound-tele.com