

WHAT ARE THE BENEFITS OF AN OMNICHANNEL CALL CENTER?

Call centers with omnichannel solutions give consumers myriad ways to connect with companies. This allows them to interact with businesses via their preferred contact method. With Americans toggling between tech devices daily, more contact options are crucial to the customer experience.

Meet Your Clients Where They Live Online with Omnichannel Solutions

- **24/7 Customer Service:**

Today's consumer prefers easy and fast solutions to their inquiries. 24/7 availability allows them to interact across multiple channels and get their needs met on a schedule that works for them.

- **Voice:**

Calls are often the first impression customers have of your business. Friendly and knowledgeable agents build brand loyalty by giving them a tailored experience.

- **Chat | Email | SMS:**

These solutions can be used for mobile phone, tablet, or desktop. Clients can connect with your company faster, get quicker resolutions to questions, and multitask while chatting with representatives.

- **Self-Service:**

These days, people are used to having access to information at the click of a button. Self-service is convenient and empowers them to find information independently. This is a must with Generation Z and millennials.

- **Social Media:**

Social media includes go-to platforms for customers wanting to communicate with brands. With this solution, you'll never miss a mention, be able to provide real-time responses, leverage community forums, and more.

- **Interactive Voice Response (IVR):**

Designed to increase engagement and satisfaction, IVR is incredibly effective during times with high call volume. It also allows users to utilize myriad menu options and avoid hold time, and complete routine transactions. IVR can also route calls to agents if they need more assistance.

Get the Omnichannel Experiences Your Customers are Demanding

Five Star Call Centers' [omnichannel solutions](#) help businesses provide their clients with customized services and expert support. If you are looking to increase brand awareness and elevate your clients' experiences, it's time to consider an omnichannel contact center.



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