

5 CALL CENTER SERVICES THAT STOP SILOS

Partnering with a call center can help your business prevent silos from hindering growth and productivity.

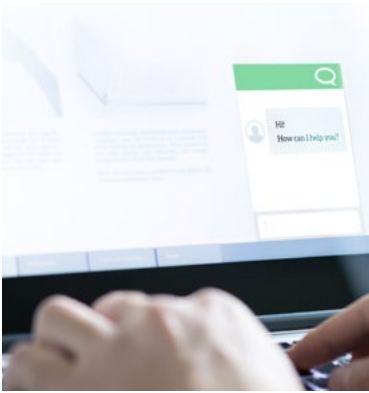
These 5 call center solutions streamline communications, enhance collaborations, promote customer care, and help brands make informed business decisions.



1 Advanced Software & Technology Support

Call centers have access to top-of-the-line [contact center software](#), allowing them to integrate disparate systems into an easy-to-use central location.

By providing the free flow of information, operations teams, customer service agents, C-levels, and other departments can access necessary data.



2 Omnichannel Communications

Today's consumers want businesses to meet their needs across channels and platforms without service interruption.

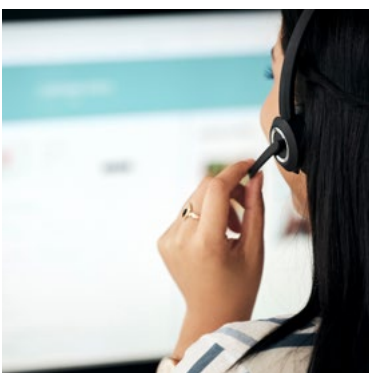
Call centers offer numerous communication options—including social media, SMS, email, chat, IVR, and live agents. [Omnichannel solutions](#) are available to customers 24/7, meaning they can get the help they need when needed.



3 Self-Service Capabilities

More and more consumers seek to resolve their issues through self-service options.

In fact, a recent study revealed that 81% of customers would [prefer more self-service options](#). Call centers help give customers the information and resolution they want with just a click of a button.



4 Consumer Data Collection

Call centers utilize state-of-the-art [KPI collection technology](#) and software to extract key customer data. This information is always accessible across teams, so company members can track critical metrics and improve business strategies. The advanced software also preserves customer habits and stores crucial consumer data, so the client's information is always on hand, no matter the communication platform.



5 Customized Reports & Analytics

Having real-time statistics about your brand is crucial to drive innovation and improve the customer experience.

Call centers develop [customized reports](#) geared toward your business goals so that you can determine all your strengths and areas for improvement. The reports are shareable across departments, increasing collaboration and decreasing communication impediments.