

**50 Years of World-Class
Customer Experience
and Brand Care**

COMPANY OVERVIEW



THE BPO EXPERTS

FOR MORE THAN 50 YEARS

HOW DO WE DO IT?

With our more than 50 years of contact center experience, we have the knowledge and expertise you're looking for, along with the cutting-edge technology and tools you need.

CUSTOMER-CENTRIC APPROACH

Our customer-centric approach works within any industry. Each client receives focused attention and the benefit of relevant expertise, while the superior quality of our customer experience remains the priority.

CUSTOMIZED SOLUTIONS

It begins with learning about you and your business, and then creating a customized solution that delivers. At Ansafone, single call resolution is the goal for every customer, every time.

DEVELOP YOUR KPI's

Our call center agents can fully and securely integrate into your systems in real time, or we can build a customized solution that works with yours. We will work with you to develop key performance indicators (KPI's) that help you to measure our performance and ensure that your customers have a world-class customer experience.

WE SERVE A VARIETY OF INDUSTRIES



HEALTHCARE



EDUCATION



FINANCIAL SERVICES



GOVERNMENT



RETAIL



AND MORE ...



WHAT WE CAN DO FOR YOU

CUSTOMIZED SERVICES

INBOUND CUSTOMER SERVICE

Whether inbound contact is made via phone, email, social media, a website form or a live chat box, customers expect to reach a live agent any time that they need you.

INTERACTIVE VOICE RESPONSE

A custom-designed Interactive Voice Response (IVR) telephone system ensures that your primary point of contact with customers is easy and direct.

LIVE CHAT

Drive conversions and strengthen brand loyalty by offering online visitors on-demand customer support.

OUTBOUND SALES

In an outbound center, we don't take calls from customers—instead, our agents call the customer. Outbound services traditionally include telemarketing, sales, surveys, and customer retention calls.

EMAIL CUSTOMER SERVICE

Contact us to discover the many benefits of incorporating AnsaFone's custom email support services into your customer communication strategy.

SOCIAL MEDIA CUSTOMER SERVICE

With social media support, you can stay on top of all your social profiles effortlessly—24/7, every day of the year.

AND SO MUCH MORE ...

We offer truly comprehensive services to help your business thrive, all while keeping true to your company mission and branding.

2019 EXCELLENCE IN CUSTOMER SERVICE AWARD



AWARD-WINNING, QUALITY SERVICE

Ansafone announced today that it has been named a winner in the 2019 Excellence in Customer Service Award presented by Business Intelligence Group.

Ansafone was recognized because of its excellence in creating tailored solutions to answer their client's needs. Through a partnership with one of their clients, they were able to fix technological issues for the client, while providing impressive gains in customer service metrics.



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