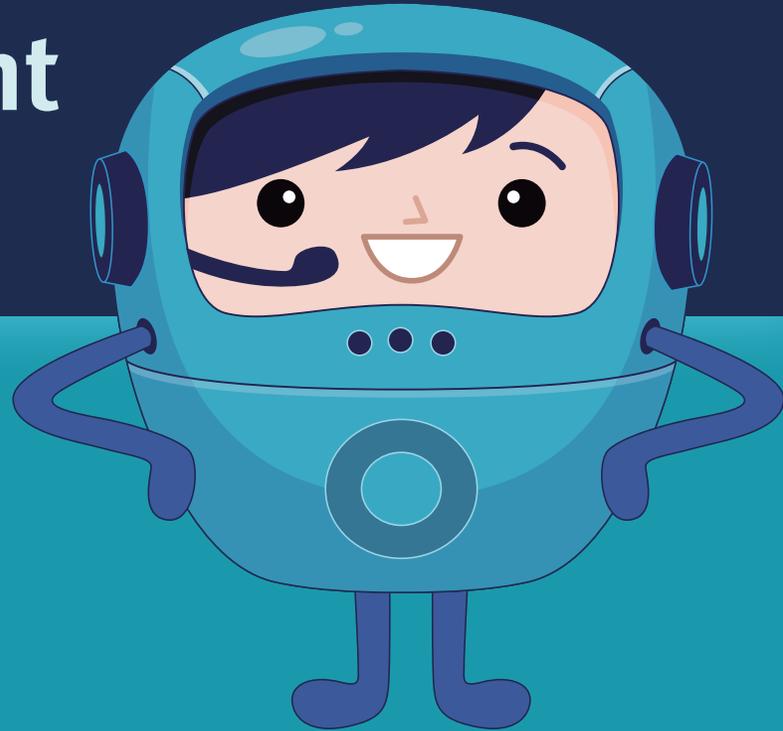


About Call Management Resources



call management
resources

CallCMR.com • (800) 475-7300

Your Call Answering Solution



Call Management Resources has been providing answering service and call center solutions for over 62 years. While other businesses have come and gone, we have maintained a trusted partnership with our clients by understanding the industries of our clients, anticipating needs and recommending innovative solutions.

We are an industry leader by providing the highest customer service, advanced technology and the most experienced call center agents.



- ★ We answer over 4 million calls per year.
- ★ Our average client stays with us for 12 years.
- ★ Approximately 100 employees work for us and are expertly trained through 4 levels of training.
- ★ Over 500 companies trust us to answer their calls.
- ★ Our goal is 100% agent accuracy and we incentivize bonuses based on accuracy and customer care.
- ★ 35% of our call center agents have been with us for more than 5 years!

Our Agents



The heart of any call answering business is the agent answering the phone and we have some of the best agents in the business.

After thorough testing, Call Management Resources moved to a remote working environment for a majority of our call center staff over 5 years ago. This has enabled us to attract the highest caliber agent and retain talent that would have been unavailable if we were recruiting in a single location. It has also made for happier, more productive agents and happier agents give better customer service to callers.

Capabilities

- ★ Live Agent Answering
- ★ Overflow Answering
- ★ Attendance Management
- ★ Live Transfer or Call Patching
- ★ Dispatching
- ★ On-Call Answering
- ★ Email Paging
- ★ Claims Processing
- ★ Virtual Reception
- ★ After Hours Coverage
- ★ Appointment Setting
- ★ Interactive Voice Response (IVR)

Our key capability is working with you to design a solution that is custom fit for the needs of your business.

Contact Call Management Resources today and let one of our answering service and call center solutions experts discuss ways that we can delight your clients, streamline your business's processes and improve your bottom line.

**Missed Calls Cost You Money.
Answered Calls Make You Money.
We Answer Calls.®**



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