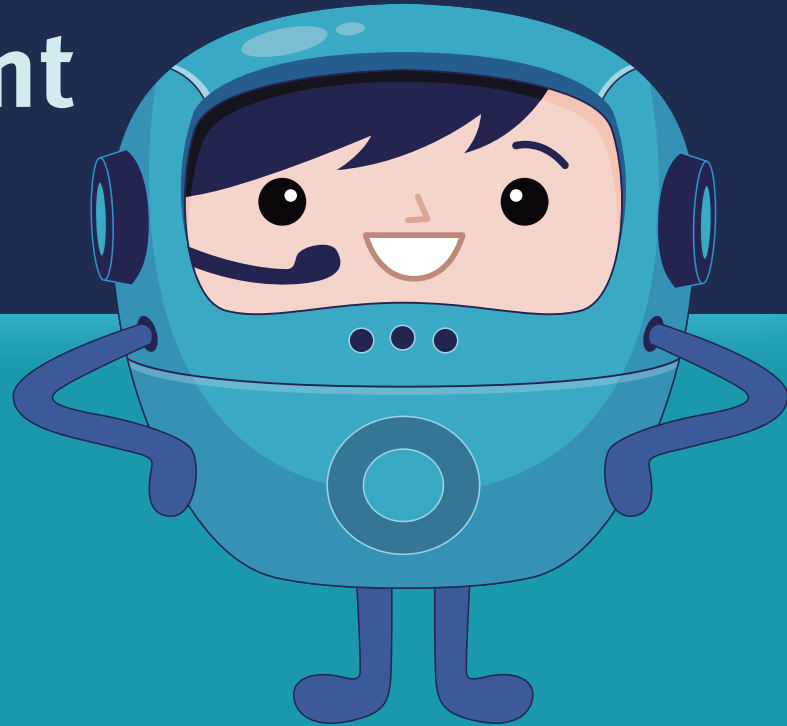


# About Call Management Resources



call management  
resources

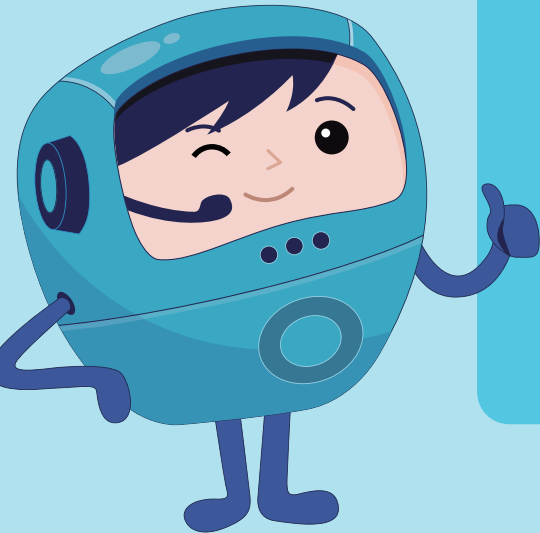
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# Your Call Answering Solution



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.**

# Mission

We harness our unmatched talent, tools, and technology to create meaningful communication solutions for our clients to benefit their clients.

We believe every client deserves our utmost dedication in order to serve and grow their business.



# Vision

We envision a future where people-to-people communication continues to be our cornerstone. Our work will be rooted in fostering meaningful connections that support our unwavering commitment to our clients. Harnessing cutting-edge technology, we will constantly adapt and innovate, and be enthusiastic champions of change. As we embark on a path of robust growth, we will win by fostering a culture of empowerment, integrity, respect, and joy. Our rich history, entrepreneurial spirit, and obsessive client focus will ensure our continued success.

# Core Values

## **We appreciate and respect our clients.**

Every single one is incredibly important and their success is our success.

## **We win with people.**

We can't be great without great people. They are the key to our success and our greatest strength.

## **We know our stuff.**

We know a lot about our work - With our experience and the long tenure of our loyal employees, we should!

## **We are the good guys.**

We do our work with transparency and honesty, building trust with every conversation.

## **We are only as good as our last conversation.**

We have one job; to deliver unparalleled service that exceeds expectations.

## **We won't stop thinking about the tomorrow.**

We constantly adapt, evolve, and innovate to meet the ever-changing needs of our clients.

## **We sit at a long table.**

Diversity, equity, and inclusion are baked into the fabric of our business, and part of what makes us unique. Have a seat. There's plenty of room at the table.

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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