**800# Call Center Service**

**Improve Customer Care with the Westshore Marketing Group 800# Service**

 Our 800 Call Center and Customer Care services can help you keep existing customers, gain new ones and win referrals. We understand that staffing and resources can be a challenge for many small- to mid-sized businesses. That’s where our 800# call center support can help. Whether you need a smaller call center team for special projects or part-time coverage, or a larger full-fledged customer service center, our professional operators can handle your front-line customer care with tailored inbound 800# services.

Westshore Marketing Customer Service Representatives (CSRs) can answer your incoming 800 # calls and provide customer courtesy service functions efficiently, accurately and more affordably. Let our team improve your cost-effectiveness and customer engagement while reducing your call center management demands and costs.

**800# Call Center Highlights**

* Dedicated 800 numbers
* Customized call scripting and call handling
* Detailed call activity reporting by call type, time, outcome and more
* Voice mail and call back options
* U.S. based operators
* Call and sales lead data retrieval API

**Inbound Customer Service**

* Inbound inquiry handling
* Call capturing and request fulfillment
* Referrals to local dealers, distributors or sales people
* Call transfers to appropriate departments, distributors or individuals
* Engaging customers with over-the-phone surveys
* Pre-qualification of prospects and sales leads

**Event Registration**

* Caller registration for seminars, conferences and special events
* Credit card/order processing
* Reservation order processing and funds transfers

**Call 1-440/641-1411 for a no obligation demonstration**

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