Inbound / Outbound

Over 4 decades of experience offering customized customer care programs.

Inbound/Customer Care Services
We presently act as a care center for multiple organizations in diverse industries. The following is a list of functions we perform daily for various customer service orientated campaigns.

> Customer Care
> Order Processing
> Catalog Support
> Cross-sell
> Information Updates
> Payment Authorization
> Payment Reminders
> Disaster Recovery
> Polling
> 3rd Party Verification
> Direct Response
> Web Chat
> Help Desk/ Support Services
> Product Recall Support
> Technical Support
> Market Research Gift/Debit Card Support
> Account Inquiries and Upgrades
> Account Maintenance
> Product Sales

Inbound Solutions Connectivity
Agility is connected to FDR, Total Systems, Experian, and other proprietary systems. This has enabled the company to provide a new range of services to its clients. Agility can link into virtually any available systems in today's market. Real-time systems can link via SNA, ODBC, TCP/IP and HTTP.

Outbound Services
At Agility, we provide our clients with outbound telemarketing solutions for both business-to-consumer and business-to-business. Our extensive experience in outbound contact center services along with our state-of-the-art technology, education of our dedicated agents, and commitment to program success has helped our clients attain maximum campaign results.

Our outbound service is an ideal tool in improving communication and acquiring new customers.

> Product Sales
> Account Update
> Follow up to Direct Mail
> Customer Retention Campaigns
> Customer Acquisition Campaigns
> Customer Service
> Lead Generation
> Payment Reminders
> Surveys

Custom Dialing Systems

Auto Dialing System
We utilize an automated dialer based on Avaya Computer Telephony (ACT) software. The ACT software gives us the ability to provide intelligent call routing, business process automation, database information management, web enabled communications and automated call handling for both inbound and outbound applications.

Predictive Dialing System
We have developed our own Predictive dialing system known as Masterpiece. Masterpiece enables us to utilize customizable calling algorithms to reach a specific target market. The Masterpiece Dialing System provides clients the ability to focus calling on various demographic information such as, but not limited to; areas out of the country, time zones, customer income levels, and credit score ranges.

Outbound Solutions Connectivity
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