



VETERAN[™]
CONTACT CENTER



Services Overview

★ Full Service Contact Center Provider

VCC is a state-of-the-art contact center, specializing in a highly professional, customer-centric approach to inbound, outbound, IVR (Interactive Voice Response) and Web services. Our team, having vast experience in acquisition, marketing and customer care, gives us the ability to provide our clients with extensive knowledge and support.



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★ Services Include:

- Inbound / Customer Service / Help Desk
- Outbound / Customer Service / Help Desk
- Order Processing / Tracking
- Catalog Support
- Lead Generation
- Surveys
- Customer Acquisition / Retention
- Payment Reminders
- Technical Support
- Healthcare Support
- Product Recall Support
- Natural Speech / Interactive Voice Response (IVR)
- Disaster Preparedness / Business Continuity
- 3rd Party Verification
- Web Chat

