Virtual Call Center: An Overview

What is the difference of a Virtual Call Center from a traditional Call Center?

Traditionally, a Call Center a physical space where customer calls are routed and handled by an organization. A **Virtual Call Center** is a contact center where most employees, representatives and agents may not be located in one area, some of them may even work in their homes. The difference primarily is its capability of proving more flexibility both business and to its employees.

Market Overview

The 21st century has welcomed several new vertical markets as well as global communities. Connectivity playing a very critical part of this. For Small to Medium-sized Businesses, have a good foundation in terms of connectivity can slingshot their business into the top and right at the center of the public eye. Thus, most SMBs are making the big switch. VoIP has opened the Virtual Call Center Market and it continues to revolve around SMBs.

It has accounted for 75% of the market shares in 2010.

As cloud computing holds a $40.7 billion market in the US alone, it is expected to explode and grow exponentially in 2020 at a forecast of 241 Billion.

> The Virtual Call Center market is expected to follow the same trend and will become the next platform preference for customer interaction.

General Benefits of Virtual Call Center

Primarily, companies choose or switch to Virtual Call Centers because of the benefits it can offer:

✓ **Cost Reduction -** relatively inexpensive, as opposed to the traditional call center setup

✓ **Greater Agent Selection Pool -** employees do not need be confined in a single office space or geographical location, employers have a bigger pool of prospect employees

✓ **Increased Employee Retention -** employees opt to stay with their jobs because of the flexibility that comes with the job

✓ **Flexible Business Solutions -** having a traditional call center means having to maintain seats and infrastructure setup the whole year-round, which is very costly. With Virtual Call Center you have flexibility

✓ **Excellent Return-on-Investment -** capacity to switch from inbound to outbound calls easily, even integrate multiple call types to drive higher profit.

What We Offer

Datelo offers a *Virtual Call Center* that is **easy, fast, and affordable.** Our cloud-based technology makes it easy to link multiple work sites through one unified calling system without expensive equipment or complicated software

Key Features

- Access phone systems 24/7 through web-based apps
- Music and Messages on Hold
- Automated Receptionist
- Create Multiple Extensions
- Route Calls to Multiple Phones
- Dial by Name Directory
- Unified Messaging for Multiple Locations
- One Bill for Multiple Lines and Accounts
- Instant Call Notifications

The Datelo Advantage

Automatic Call Routing: It is very simple to deploy calls to the right extensions with Datelo's Virtual Call Center without requiring customers to call back a different number.

Intelligent Caller Information: When agents answer incoming calls, Datelo's Virtual Call Center can automatically provide them with intelligent customer information.

Intelligent IVR System: With our Virtual Call Center, you can reduce the number of frustrated customers and retain callers by setting up customized messages.

Automated Helpdesk: With automated helpdesk setup, you can provide customers the perfect solution without having to wait on the line for a customer service representative.

Speed and Ease of Setup: Our system is very easy to setup with technical specialist and a web-based app.

Adaptable Options: You can add unlimited number of extensions and have them patched through any number.

Accessibility: This is key in every business solution, thus our web-based management platform is accessible anytime, anywhere.

Analytics: As you manage and grow your businesses you may need to access call details such as date, time, caller identification, IVR responses, Transfer information, Talk Time and other historical data.

Right Technical Solution: Having the right partner is very critical to ensure your business success. We at Datelo, make sure that you only get the best solutions for your needs at no extra cost. We provide consultation,trainings and support.

We understand that you put your customers first,
that's why we put you first.
Datelo is your trusted advisor.

Learn More About Us

LeadingQuest in partnership with **Datelo.com,** acknowledges the demand for cost-effective, revenue generating solutions. Thus, we are here to deliver the right solution to your doorstep. To learn more about

LeadingQuest's products and services, please visit our website at: www.leadingquest.com or www.datelo.com.br/en You can also email us at sales@datelo.com.br.