

Circumference Virtual Inside Service Assistance

Tailored customer service —
Skilled people, proven service processes, state-of-the-art technology



Customized to achieve your service goals

Small- and mid-size organizations are known for their agility and often use this trait to their advantage when vying against larger, slower-moving competition. However, growing organizations that have their sights set on higher goals understand the importance of dedicated customer service personnel – thereby freeing existing employees to focus on their primary jobs and ensuring continued success of the business.

For organizations balancing the need of hiring personnel against capital expenditure and headcount increases, *Circumference Virtual Inside Service Assistance (VISA)* brings it all together.

Ready when you are

Circumference VISA provides a turnkey “virtual” solution by way of a fixed monthly fee.

Circumference provides experienced customer service personnel and supervisors, and proprietary call center and workforce management technology configured for both inbound (IB) and outbound (OB) calling programs.

Circumference provides the seamless interface between you and your current customers. And your Circumference account manager keeps you up to date every step of the way.

How your organization benefits

By partnering with Circumference, you can:

- Deliver exceptional customer service by way of an experienced team of front line representatives
- Reduce the cost of delivering customer service – Circumference’s facility is already set up with specialized technology, office furniture, and staff
- Visibility and control – you receive web access to your database within the security-enabled Circumference Data Center, so that you can generate reports on-demand and oversee service statistics
- Scalability – there’s room to grow as we can easily scale up or down to accommodate seasonal peaks, etc.

Serving diverse customer service needs

Working from our facility, yet on your behalf, our phone-savvy customer service representatives answer the calls for diverse support needs spanning diverse industries. *VISA* is the ideal solution for:

- Help desks
- Customer service desks
- Technical support desks
- Order desks
- Field support
- And more

An affordable customer service solution

Circumference VISA is a turnkey solution for a fixed monthly fee. Contact us to learn how you can get started today.

A turnkey package

Circumference VISA includes:

- Trained, phone-savvy representatives
- Program supervisor
- Account manager
- State-of-the-art technology
- Dedicated inbound 800 number
- International outbound calling
- Multi-media capabilities: voice, fax, email

Circumference's state-of-the-art technology

We employ our own proprietary, specialized call center and workforce management technology.

Our technology imparts the highest level of professionalism to your customers, as well as delivers important decision-making data to you:

- Branded integrated voice response (IVR) messages
- Call recording
- Quality monitoring
- Definable wrap-up procedures; for example, update database; send email
- Access to your secure database
- In-depth, real-time reporting

About Circumference Technology Services, Inc.

Circumference deploys customized products and services to address the special needs of small- and mid-size organizations that want to grow their bottom line—not their headcount. Circumference's complementary products and professional services come together to deliver a one-stop solution for sales and marketing, IT, and customer service professionals looking to optimize value from a trusted, single-source partner. Working with you, we make it possible for your organization to leverage professional services and solutions that increase efficiencies and achieve business goals.

www.circumference.ca

We welcome you to contact us

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