

We An-Ser Communications Announces Tips on How Outsourcing a Call Centre Saves Businesses Money

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REGINA, SK, CANADA, June 30, 2016 /EINPresswire.com/ -- Many businesses hesitate to outsource the customer service department or call centre because of the additional cost of paying an outside company. We An-Ser Communication Group, a [call centre service in Calgary](#), explains how outsourcing this element of a business can actually help the company save money.

Small companies often have a limited workforce where employees must wear multiple hats to accomplish all of the necessary tasks. Every time they must stop and answer the phone, it takes them away from doing other productive jobs. This can cause delays in the workload, costing the company revenue.

Another issue is the fact that the employee may be distracted by issues and not give their full attention to the customer who calls in. They provide less than exceptional customer service when attempting to resolve a problem or answer a question, which the customer will recognize. They aren't trained to deal with customer issues, and may not know the best way to resolve problems. In the end, the customer will go elsewhere to a company that makes him or her feel important and cared for.

"Many times, a small business will think they can't afford to hire an [outside call centre](#), but the truth is they often can't afford not to," says Ashley Maszaros of We An-Ser Communications Group. Letting an outside call centre handle customer issues allows the employees of the small business to focus on other issues.

Another benefit for the small business is the fact that the call centre agents are trained to deal with customer issues in a positive way. Their only job is taking care of the customer, and the person who calls in can tell the difference. Some [call centres](#), like We An-Ser Communications train the staff in specific industries, which enables them to be more effective and resolve customer issues more effectively. The customer will feel heard and will be treated with respect with the goal of resolving any issues to ensure customer satisfaction and loyalty.

What many businesses don't realize is call centres offer various schedules to fit the needs of the



We An-Ser Communications provides award winning call center services in Calgary, dispatching, medical answering services, man down services, lone worker support, wireless panic services and more. They service the North American market.

company. For instance, the business may hire a part-time receptionist, only needing the outside call centre when the person is on break or after they leave for the day. Another business may hire an agency to take after-hours calls to provide fast service to customers or clients around the clock.

Because services can often be tailored to the needs and the budget of the small business, they can select the amount and type of assistance needed to ensure they are providing outstanding customer service and keeping their clients happy. Before a business assumes it can't afford to outsource its call centre, the company should look over the budget and consider how productivity would increase. A company like We An-Ser Communications can work with small businesses in various industries to help them determine what kind of help they need with outsourcing their customer service.

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