

## INBOUND CALL CENTERS

Call center agents handle queries from current and potential customers related to product or service queries, technical support, accounts management, scheduling, complaints or other issues.



## BLENDED CALL CENTERS

A blended call center is equipped to handle both incoming and outgoing calls, allowing agents to make and receive calls as demand and strategy dictate.



## OUTBOUND CALL CENTERS

Call center agents make calls to current or potential customers on behalf of a business or client. The calls may be for telemarketing, sales, fundraising, scheduling, surveying or other purposes.

