Call Center Services

Exela understands the critical role call centers can play as the first point of contact with your business. Our call centers are an extension of your business, and responsive to your priorities.

Exela operates an extensive network of call centers with integrated omni-channel capabilities, cloud-based telephony, 100% call recording, and multilingual staff that uphold the highest standards of quality and customer satisfaction.

Providing call center solutions since 1963

5.5 million inbound and outbound calls annually

99.95% system uptime

85% of calls answered within 3 seconds

Highly-trained, professional staff

Extensive service offerings

Sample Service Offerings

› Inbound and Outbound Services
› Appointment Scheduling & Reminders
› Claims Reclamation
› A/R Follow-up and Denial Management
› Debt Collections

› Customer Satisfaction & Retention
› Help Desk Services
› Switchboard Services
› Telesales & Cross-selling

Professional and Proficient CSRs

Quality call center service begins and ends with agents and a leadership group who are engaged, knowledgeable, efficient, and effective. Exela hires CSRs based on a strict set of requirements and implements rigorous training, quality assurance, and workforce management best practices to ensure our CSRs provide best-in-class service. We also place an emphasis on cross-training for specialty skills to ensure consistent availability of fully trained personnel for every position.

Performance Monitoring and Reporting

In-depth tracking and reporting provides greater transparency and encourages continual growth and optimization. Configurable dashboards allow management to monitor performance in real time so they can quickly identify potential issues and implement necessary changes to the workforce as needed.

Available reports include: Workforce Efficiency Analysis, Contact Center Metrics, Customer Satisfaction Survey, Quality Monitoring, Weekly QA Observations, Training Needed Identification, and Weekly SLA Reporting.