

The Olmsted AVAYA Contact Center

Business Processing Operations Outsourcing

The Olmsted AVAYA Contact Center provides a broad range of business processing operations as well as full-service call center functions for inbound and outbound customer contact. Additionally, the Contact Center will provide graduates of our Statler Center program and other individuals with the skills needed for long-term employment opportunities.

Today's business climate demands that leaders assess their core-competencies, and remain focused on their mission. Outsourcing certain procedures, such as that provided by the Olmsted AVAYA Contact Center, makes sound business sense.

The Right Choice for Business

When evaluating business methods for success, key factors must be evaluated. In the case of outsourcing Business Processing Operations, these are the core considerations:

1. Customer Service and Contact is a key element in nearly every successful business model.
2. Outsourcing of seasonal or project-based Business Processing Operations eliminates expense and waste of maintaining constant staffing during high/low volume periods.
3. It is unprofitable for an employee to perform tasks outside the top 25% of their core skill for more than one day per week.
4. Optimized profitability may be achieved by eliminating non-core in-house repetitive or low/medium skill tasks.

Other factors specific to each unique business must be considered, however it is clear that, like many other specialized services, outsourcing to the Olmsted AVAYA Contact Center is good for business.

Olmsted AVAYA Core Competencies

Consider your existing operations as well as future programs to increase your business' success. The Olmsted AVAYA Contact Center offers countless competencies such as:

Polls

- Opinion
- Demographics

HR Services

- Applicant screening

Marketing

- Lead generation
- Lead list augmentation
- Fulfillment
- Direct sales

Medical Billing

- Coding
- Appointment setting/reminder
- Follow-up contact
- Dictation

Quality Control

- Proofreading
- Editing

Digitization

- Documents
- Transcription
- Directories

Customer Management

- Initial inquiry handling
- Inbound contact routing
- Satisfaction Survey
- Dispatching
- Instant Messaging
- Email response



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