

Call Experts

Media Kit: Frequently Asked Questions

What is Call Experts?

Founded in 1982, Call Experts (CE) is a family owned and operated call center focused on providing extensive telecommunications and office-based services to professionals in numerous industry categories. The CE team has a depth of experience in virtually all answering service and call/contact center applications, numerous long-standing customer relationships, and a corporate culture that values kindness, professionalism, and a personable, caring work environment.

What are your hours?

Call Experts is open 24 hours a day, 7 days a week, 365 days a year with live experts answering calls, even on holidays.

How does the process work?

First, a customer or employee calls into a designated line for each client's business. Call Experts then follows customized instructions to deliver the client's message and represent the brand to each caller. The company reports all messages and notes via email, SMS, Secure Messenger Client, or the online portal.

Who is answering the phone?

Call Experts hires exceptional service professionals whose focus is to satisfy each caller. There's a three-week training course that provides those answering calls with a broad knowledge base that prepares them to handle any call situation.

Where is Call Experts located?

There are three call center locations that employ a total of 250. The largest is in Charleston, S.C. (headquarters), and the others are located in Charlotte, N.C., and Branchburg, N.J. There is also a satellite office in Atlanta, Ga., though CE can serve clients anywhere in the country.

Do businesses that work with Call Experts have a direct point of contact?

Yes. During the on-boarding process, a designated account manager is assigned to each business. This account manager stays with the client every step of the way, from scripting and billing to troubleshooting and reporting.

Who is in charge of managing and operating Call Experts?

Call Experts is a privately owned, family operated business. The executive team has the experience and requisite knowledge to ensure the highest quality product for each client. CE is separated into five divisions with experienced directors overseeing each team's operations: Customer Care, Business Development, Training, Operations, and Technology. CE acts as an extension of the client's brand. The company's main goal is to deliver the best product by modeling efficiency, affordability, flexibility, and accountability across all teams.

Where do I go to find more information?

Please visit www.callexperts.com, email at info@callexperts.com, or call (800) 374-0911 for more information.