

# FULL-SERVICE CALL CENTER



## WESTPARK COMMUNICATIONS HAS “ALL THE RIGHT ANSWERS” FOR CUSTOMER SUCCESS

*We've been providing Communications Solutions Since 1968*

In an increasingly competitive marketplace, outsourcing business communications can be a powerful advantage if you have the right service partner. Our call center system seamlessly interfaces with your technology in real-time making us an extension of your business. You can outsource 100% of your calls, rely on us for overflow backup, or coverage only at night and weekends.

No long-term contracts.

**Put Westpark Communications to work for you!**

### TECHNOLOGY

We access your systems directly, using your website, or by developing a custom integration while answering your calls, texts, emails, web chats, and updating your customer data in real-time.

### BASIC SERVICES

- 24/7 live call answering
- Interactive voice response (IVR)
- Message relay and dispatch
- Toll-free phone numbers
- Call recordings access
- Email & text response



#### Customer Care

- Inbound/Outbound Customer Service
- Frequently Asked Questions
- Locator & Referral Services
- Return Authorizations
- eCommerce Processing
- Dealer Locate Service
- Customized Scripts
- Toll-free Numbers
- Email Response



#### Tier 1 Tech

- Help Desk & Customer Support
- Trouble Ticketing & Technician Dispatch
- CRM Data & Web Push
- Gate & Elevator Entry
- Service Requests
- Password Resets



#### Marketing

- Market Research Surveys
- Outbound Campaigns
- Direct TV & Radio Response
- Infomercial & Direct Mail
- Sales Appointment Management
- RSVP Confirmations
- Reservations

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**WESTPARK  
COMMUNICATIONS**  
All the right answers<sup>SM</sup>

# YOUR CUSTOMIZED COMMUNICATIONS PARTNER WITH SOLUTIONS FOR YOUR SUCCESS



*Find fast solutions when you put Westpark Communications to work for you!*

Is your company having challenges answering your phones or making sure your customers can talk to a person when they call?

Westpark seamlessly interfaces with your database – We will simultaneously answer your calls, access your systems and update your data in real time.

*Our professionally trained service agents receive, process, act on and forward your messages.*

Your needs are our priority with customized personal setup and care given by our friendly Customer Solutions staff available to you 24/7.

## RESPONSIVE, COST EFFICIENT CUSTOMER CARE in areas you may not have thought of like:

- Web enabled Support Help Desk
  - Web chat communications
  - FAQ response
  - Service Requests
  - Reservations/RSVP's/Event Registration intake
  - MSDS Sheets
  - Outbound Surveys
  - \* Service follow-up
  - Locator & Referral Services
  - Trouble Ticketing & Dispatch
  - Return Authorizations
- ... AND much more – We can customize almost any solution for you!

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