

Call Center Services

Our *Call Center Services* can solve your call handling problems. During busy periods or time of emergency, we can accept calls or e-mails from your customers and operate on-line in your computer environment. It's an effective tool for managing staffing shortfalls caused by seasonal peaks, illness, vacations, work stoppages or inadequate hours of operations. Our workstations are staffed by trained specialists and each can be linked electronically or by the internet to your customer service, technical assistance and order departments to support your

The voice that answers your phone can be one of the highly-skilled people staffing our phone stations. They'll answer using your company's name and respond quickly and courteously to customer and prospect requests. Your phones will never go unanswered.

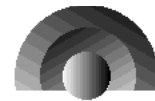


operations anywhere in the world. You enjoy the security of having trained staff standing by to ensure no calls are delayed or missed. This service flexibly accommodates short and long-term requirements. We can contact your customers and prospects regarding products and services. We can also develop lists targeted at specific SIC codes. We can use these lists to generate leads, qualify interest for your sales force, inform of price discounts or trade shows, offer literature and samples or evaluate advertising, customer satisfaction and company image.

Call Center Services helps you manage these issues on a variable cost basis while avoiding adding more employees to your work force.

Call Joanne Kuchera at 800 987 8770 to find out how our *Call Center Services* can be put to work for you.

The telephone is often the first—*sometimes the only*—contact a prospect or customer has with your company. Make it count!



Integrated Marketing Concepts™

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