

Contact Center / Phone Shops

Alta360 Research operates our own inbound/outbound contact center, which gives us the operational flexibility to accommodate a wide variety of research programs. From phone mystery shops of your employees' telephone sales performance, to completing live survey calls, to documenting turnaround times for inquiries submitted to your website, our contact center Agents are trained to understand your company standards and accurately portray the desired contact scenario.

Other services include service center evaluations, phone mystery shops of competitors, competitor price checks, handling inbound service inquiries for your company, and much more.

Program Features

Digital Call Recordings Attached to Each Call Form Completed

Multiple Scenarios

Celestial Reporting & Analytics™

- Client Branded

- Custom Reporting Options

- Action Plan Dashboard

- Active Feedback Based on Results

- Automated Notification of +/- Scores

- Control What Information is Accessed by Users

Callers in the Field Option

Program Benefits

Qualitative Data Collected

Monitor Customer Service Provided; Hear What Customers Hear

Monitor Customer Wait Time

Monitor Competitor Customer Service and Pricing

Establish Associate Knowledge of Products & Services