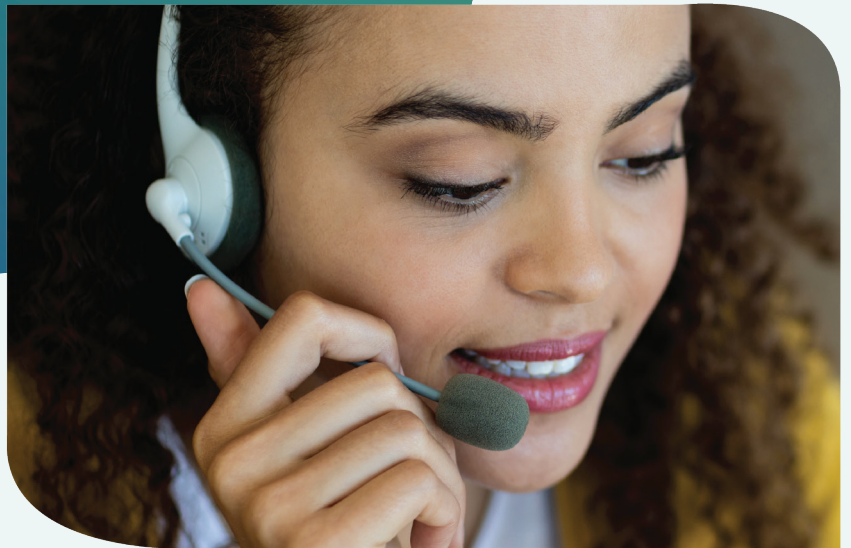


**We're here for  
your customers**



## **Welcome to the Camis Call Center**

Highly trained in-house call center staff operate from locations in the United States and Canada and are ready to assist your customers with bookings and questions over the phone or on a live web chat.

# Inbound, Outbound Call-Center Services

Never miss a call! Deliver an exceptional customer service experience using the call center at Camis. With four call center hubs situated in the United States and Canada, our service excellence team speaks your language, listens, problems solves and cares for your customers.



## Inbound

- Bookings
- Payments
- Changes
- Account Inquiries
- General information



## Outbound

- Confirmations
- Marketing
- General information
- Emergency Notificatons



## Email

- Confirmations
- Marketing
- Mass Notifications



## Live Web Chat

- General Inquiries
- Instructions
- Booking Assistance

### Customized to be on brand and meet your needs

At Camis, we are experts at developing a customized customer service experience. Everything about our interaction with your customers is an encounter with your brand.

### A high-performance call center team is ready to help

Call center staff are thoroughly screened, trained, monitored, and coached to ensure they represent your organization in the best way possible. In collaboration with our clients, our team develops an extensive information center, which call center employees can rapidly retrieve information down to some of the most finite details.

### Multilingual agents speak the language

Callers can choose to receive service in English or Spanish in the United States. Canadian callers have the option to speak to English or French speaking call center agent!

### Leading edge technology for optimal results

It takes leading-edge call center technology to provide the robust functionality, data management, and reporting required to meet our customer's high standards. Interactive Voice Response technology automates the gathering of initial caller information and directs your customer to the attendant who can best service their needs. Camis uses Genesys Cloud to ensure your customers are not left waiting and tracks call activity and performance to support detailed reporting and ongoing quality monitoring and improvements.

### Data management and security for compliance and performance

Data security is critical to the protection of digital information from unauthorized access, corruption, or theft. Providing the highest standards set out by most government organizations is our benchmark for security. This well surpasses most industry standards and positions Camis as an industry leader.

