

HPA Consulting Group, Inc.

Telecom, eBusiness & Technology Solutions

Call Center Services

HPA is an expert in improving Call Centers. HPA can help improve the effectiveness of existing Centers, Project Manage the building of New Centers or transform a Center into a Contact Center. HPA Can Help You Reach Your Goals by Providing the Following Services:

Efficiency & Process Analysis

- Full Analysis of Existing Center including end-to-end processes
- Benchmark Analysis
- Recommendations on how to Increase Customer Service and Lower Costs
- Full Design and Implementation of Recommendations

Customer Service Improvements

- Analysis of the Customer Experience
- Recommendations on how to Improve Customer Service

Project Management

- Oversee New Center Design and Implementation
- Implement Technology Solutions
- Implement New Processes

Technology Solutions

- Automatic Call Distributors
- Improved Call Routing
- Integrated Voice Response Systems
- Virtual Centers
- Networked Centers
- Voice over IP
- Work at Home
- Work Force Management
- Quality Monitoring and Recoding

Contact Center Development

- Transform a Call Center to a Contact Center by Adding e-mail, web collaboration and fax to the Center
- All Contact Mediums are Automatically Delivered to the Agent
- Full Design and Implementation Services

HPA Telecom Group, Inc. (HPA) is a privately owned consulting firm headquartered in Rochester, NY. Since HPA's formation in 1994, over 300 clients have contracted to HPA for services. HPA has implemented a variety of Call Center solutions that have enabled businesses to enhance their operations in a cost-effective manner.

HPA Consulting Group, Inc.
140 Allens Creek Road, Rochester, NY 14618
Telephone (585)-461-2560 Fax (585)-461-1153
www.hpagroup.com