



B&F

Call Center Solutions

866.276.7957

bfcallcenter.com

Alpharetta, Georgia

CAPABILITY STATEMENT

B&F Call Center Solutions comes with a superior customer care service, high-level managers and dedicated specialists, that guarantee the best and most unbeatable, customized Tier 1 inbound solution for every company.

OUR CORE SERVICES INCLUDE:

- ✓ LIVE INTERACTIVE CALL & EMAIL RESPONDERS
- ✓ CUSTOMER SERVICE & PROFESSIONAL COMMUNICATION EXPERIENCE
- ✓ FOLLOW-UP CALLS & EMAILS
- ✓ PROFESSIONALLY ANSWER INBOUND CALLS BASED ON APPROVED VERBATIM SCRIPTING
- ✓ SCHEDULE APPOINTMENTS, PLACE ORDERS, RECORD ACCURATE MESSAGES
- ✓ PLACE OUTBOUND CALLS UTILIZING APPROVED SCRIPTING, INCLUDING SURVEY CALLS



DIFFERENTIATORS

- Our agents are fully bilingual (English/Spanish)
- Open all year round
- Custom schedule for small businesses
- Help increase sales and business growth

CONTACT INFO

B&F CALL CENTER SOLUTIONS

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COMPANY DATA

MBE, DBE CERTIFIED
NAICS: 541930, 561421
DUNS: 840667377
CAGE: 8FEV0