

Best Call Center Service Reviews of 2020

When it comes to business, reliable customer service builds fortunes. In fact, 81% of businesses that offer above-average customer service, perform better than their competitors no matter their size.

Using a call center service not only shows you respect your customers, but it also allows them a myriad of ways to connect with your business.

Customers like that; It puts them at ease.

But picking the best call center service for your business can create agony if you don't know what to look for.

That's why we did the exhaustive research for you... And uncovered the best call center services to help your business.

Big or small, your business will need exceptional customer service to stay atop the leaderboard.

This guide will show you how to easily select the best call center service for you.



[Signius](#) - Our Choice For Best Overall Call Center Services

The 5 Best Call Center Service Options to Consider

- [Signius](#) - Best overall call center service provider
- [GoAnswer](#) - Best for inbound 24/7/365 bilingual support and legal intake services

- [Specialty Answering Service \(SAS\)](#) - Best answering services for large businesses
- [Five Star Call Centers](#) - Best call center consulting and outbound calling services
- [Answer Connect](#) - Best technology integration customer service tools for answering services

When it Makes Sense to Invest In Call Center Services

The reasons for needing call center services are abundant.

Call center services offer state of the art technology, extraordinary reliability, and will change how you do business.

You don't need to be a million-dollar corporation to have call center services like one.

Are you having trouble reaching out to your leads within 24 hours of first contact? Or feel like you spend more time answering calls than you should? Then you need call center services.

Business is about delivering results. And Customers have no time to waste.

Call center services integrate tools that maximize sales, generate leads, and nurture relationships.

Let's dig deeper and look at some more reasons you'd need call center services:

- If a large portion of your customers call at various hours and you or staff can't answer to help
- If you have customers calling to get help with ordering your products and you or staff don't have time to help them
- If you have customers all over the world that speak multiple languages, and your staff doesn't
- If customers are beginning to complain about getting busy signals when calling your business
- If answering calls prevent you from completing other tasks vital to your business
- If you're losing money because you can't respond to the leads
- If you're having continued difficulty managing appointments and scheduling
- If you need detailed reports about calls managed or customized reporting options

- If you need outbound support to sell products, do market research, surveys or web chat services

If you don't fall into the categories listed above, chances are it's not necessary for you or too early to be thinking about these services.

#1 - Signius Product Review — Best For Overall Call Center Services



[Signius](#) - Find out more

[Signius](#) provides exceptional, well-trained agents that are available 24/7 to help with customer service. They are 100% U.S based, offer virtual receptionists, twelve operating centers throughout the U.S, and lightning-fast response times.

Here are some other top benefits and features:

- Medical answering service
- Virtual receptionists
- 24/7 Live answering service
- After-hours & Bilingual Services
- Help desk
- Hotline
- Customer care
- Direct response
- 24/7 Reporting
- No charge for setting up service
- Pay as you go

And that's only the beginning.

Your customers and business will receive unmatched attention to detail and service. You have the flexibility to only have your calls covered at times when you are with clients, or when on lunch!

Another MASSIVE benefit Signius provides that separates them from all the rest is their **Never place a customer on hold or send your customer to voicemail** Guarantee!

Agents will never place your customers on hold! And will always be available.

Long hold times or leaving messages that never get answered are big reasons for bad reviews, Facebook rants, and Twitter blasts about terrible service.

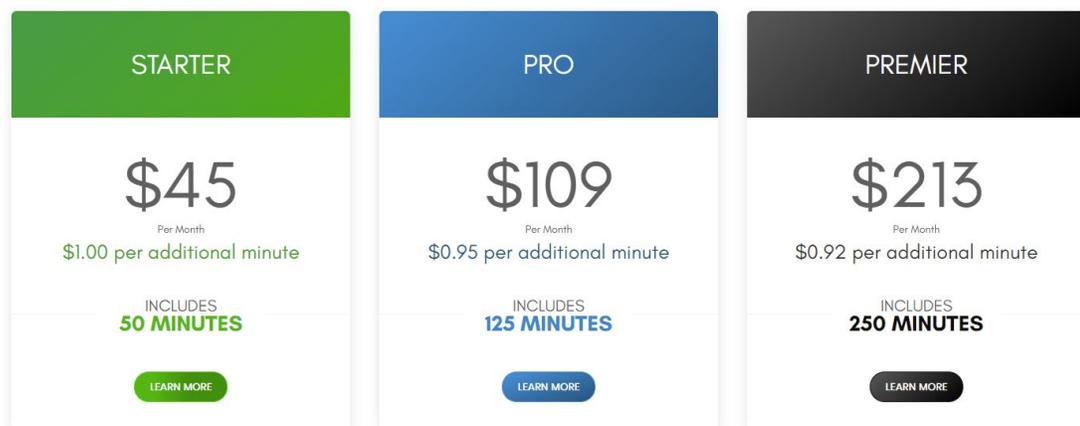
Signius trains their solution-driven reps to give your customers 100% of their attention solving issues one at a time while remaining on the phone. And by never missing a call or sending customers to voicemail it sends the message customers are the top priority.

Since 1929 Signius has provided affordable call center answering services to an array of industries. Live answering services are available to fortune 500 corporations, healthcare practices, and small businesses.

Cons:

- Only offers shared agent services
- No outbound services

Pricing:



Source: Singius.com

For higher call volumes, custom plans are available.

Signius is known for integrating their service agents seamlessly as an extension of your team. They spend time understanding your business and use custom-engineered technology to fuel an unforgettable customer experience.

#2 - Go Answer Product Review — The Best For Inbound and Legal Intake Services



[GoAnswer](#) - Find out more

[GoAnswer](#) is a great decision for small and medium-sized businesses that need inbound call center services. Five thousand businesses are represented and rely on GoAnswer for outsourced call center service support.

GoAnswer also specializes in legal intake services. They help you create custom scripts for your firm. And offer push-button accessibility to your data to monitor messages, call volume and so much more.



Multi-channel communication is also available for customer support. Email, SMS, and web chat are all options your customers can use to solve problems or get help from highly trained GoAnswer representatives.

Pros of using GoAnswer as your call center service:

- Legal Intake
- HIPAA Trained Agents
- Appointment Setting
- Email & SMS Alerts
- Always-On Mobile App & Dashboard
- Live humans - No robots
- 30-day risk-free trial
- Flexible pricing options for any size business
- Custom Plans to suit your business needs

Cons:

- Contact centers are designed for businesses with high call volumes
- Answering service is more focused on smaller and medium-sized businesses

Pricing:

- Live Answering Services:
 - Pay as you go - \$50 per month
 - 100 minutes \$110 per month - Most Popular
 - 250 minutes \$250 per month
- Legal Intake
 - 100 minutes \$220 per month
 - 400 minutes \$760 per month - Most Popular
 - 200 minutes \$420 per month

For call center and outbound services - pricing is not available online. You must contact the provider.

#3 - SAS Product Review — Best Answering Services

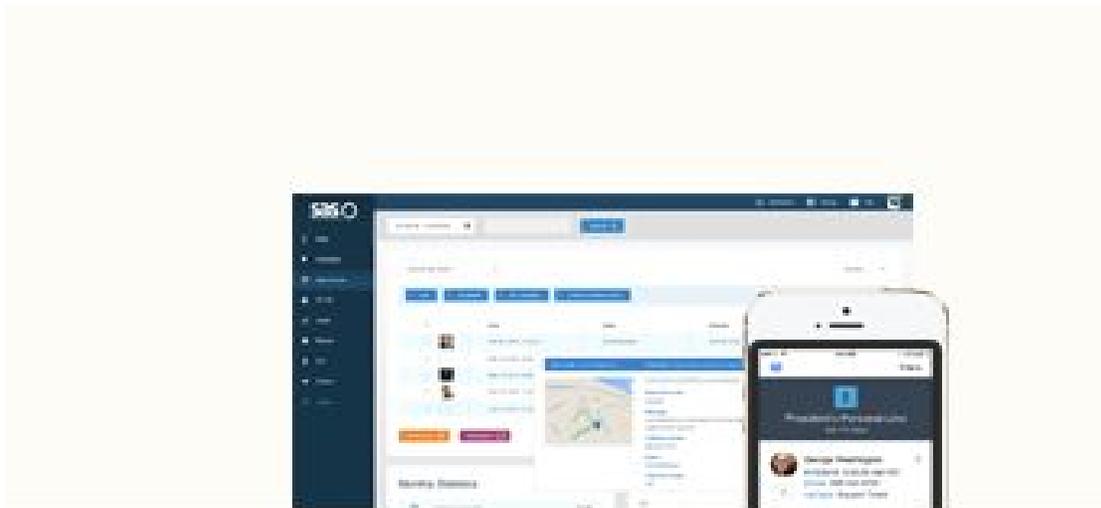


[Specialty Answering Services](#) - Find out more

With virtual receptionists trained twice as long as any other service rep in the business. SAS demonstrates synchronous, and well-structured call center services.

Thousands of companies trust the impeccable quality Specialty Answering Services has provided, for over 30 years.

Not only does SAS have a reputation for being the best answering service provider for large businesses, but they also offer lead generation services, branded customer care services. And an easy all in one user interface that makes for convenient and simple to manage reporting, note-taking, monitoring calls, and reviewing messages with ease.



Source: Specialty Answering Service

Benefits you get when working with Specialty Answering Services:

- Virtual receptionist
- Lead generation services

- Dedicated call center (Trusted brand representation)
- 24/7 live answering service operators
- Telephone answering services
- 14 day free trial, no credit card required

Cons

- No outbound call center services

Pricing:

Specialty Answering Services separates themselves by having a simple pricing structure, allowing any business to scale up or down depending on their needs. And is completely transparent about pricing on their website.

<p>Economy</p> <p>\$31 per month</p> <p>+ \$1.19 per minute</p>	<p>100 Minute</p> <p>\$117 per month</p> <p>+ \$1.09 each additional minute</p>	<p>220 Minute</p> <p>\$199 per month</p> <p>+ \$1.09 each additional minute</p>	<p>500 Minute</p> <p>\$490 per month</p> <p>+ \$0.99 each additional minute</p>
<p>1,000 Minute</p> <p>\$925 per month</p> <p>+ \$0.95 each additional minute</p>	<p>2,500 Minute</p> <p>\$2200 per month</p> <p>+ \$0.89 each additional minute</p>	<p>5,000 Minute</p> <p>\$4199 per month</p> <p>+ \$0.85 each additional minute</p>	<p>10,000 Minute</p> <p>\$7749 per month</p> <p>+ \$0.79 each additional minute</p>

Source: Specialty Answering Service.net

No matter your call center service needs, there is a plan that fits your business.

#4 - Five Star Call Centers Product Review — Best For Working with B2B and B2C Outbound Calling



[Five Star Call Centers](#) - Find out more

[Five Star Call Centers](#) offers everything you need to provide award-winning customer service.

But where they really shine is in the comprehensive outbound call arena.

Hate cold calling? They handle it.

Need market research? Done.

Direct mail campaign falling short? They follow up on direct mail promotions! They even help with fundraisers!

Not only do they offer stellar outbound calling, but you can also get help piecing together your entire campaign... designs included.

And you can tip your hat to their inbound calling services too.

Five Star Call Centers has a plethora of inbound call center services paired with phenomenal customer service that's friendly and results-driven.

Get Customized business plans that fit your business model like a glove. That's been the Five Star way for 35 plus years, helping businesses in every industry imaginable.



Are you looking to start your own call center? Five Star consulting services will guide you every step of the way.

Here are some popular services you get with Five Star Call Centers both (B2B and B2C):

- Lead qualifying and lead gen
- Crisis management
- Email and direct mail follow up calls
- Marketing research
- Renewing memberships
- Selling products and services (Cold Calling)
- Quality assurance efforts
- Client retention
- Call center consultation
- Workforce management
- Campaign assistance

Though Five Star Call Centers have the most services to offer on this list there are a few things you should be aware of:

Cons

- The extensive list of call center services provided can be overwhelming for some business owners
- Pricing is not as straightforward as other providers. It can be on the expensive side
- Requires annual contract
- \$3000 per month minimum if you want 365 days and 24/7 support

Pricing:

Five Star Call Centers require you to speak with them to get pricing for your exact needs. They pride themselves on not offering cookie-cutter plans. Because they offer both shared and dedicated agent models pricing is not as straightforward as other providers.

#5 - Answer Connect Product Review — The Best Technology-Driven Answering Service



[Answer Connect](#) - Find out more

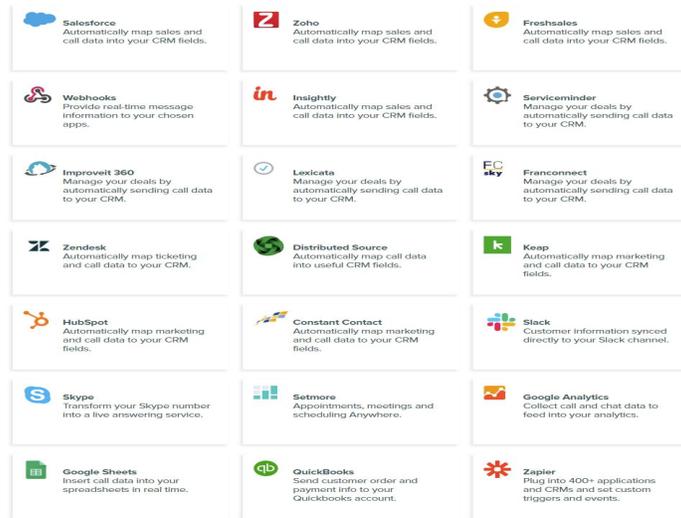
Answer Connect incorporates state of the art technology when servicing your customers, generating leads, inbound sales, and more.

Mixing modern technology with affordable plans gives global reach to small business owners.

No matter where your customers are located they will get the best customer service available.

Answer Connect trains customer experience representatives. They love helping businesses stretch marketing dollars while steadily helping you grow your business.

And with integration software tools that work with what you are already using, Answer Connect can easily map sales, add call data to your CRM, provide real-time messaging to your chosen app, and more.



Source: Answer Connect

Teleport Video services are cutting edge in the call center service arena... It allows you to connect with customers, colleagues, or your team, from home, your office, or anywhere you might be in the world.

It gives you that personal touch customers rarely find anywhere else. And research shows 1 out of every 3 people now use video to chat with employers, service providers, or businesses.

Use dedicated service agents for inbound calls, web chat services, and online client access customer services. Now any visitor to your website won't leave with unanswered questions.

Here are a few of the services you enjoy with Answer Connect:

- After-hours answering
- 24/7 answering service
- Customer support center and specialist services
- Lead capture tools
- Franchise answering services
- Appointment management app integration
- Bilingual services
- Exclusive Teleport video services
- Order Management
- 24-hour call answering for medical, dental, and clinics
- Virtual receptionist
- Local call answering services in all 50 states

And the list goes on and on.

Cons:

- No outbound call center services

Pricing:

They offer 6 plans in total, you pay one monthly fee and use the services that maximize your businesses growth. At the time of this post, accurate pricing is not available online. You must call to get a quote.

Methodology For Choosing The Best Call Center Services

How can you find the best call center services for you? To make things easier we included our methodology on how we lasered in our choices for this list.

Remember these factors and any other criteria important to your business when you begin your search for a call center service you want to provide.

We combed through the top 20 call center service providers. Investigated each of the services they provide, examined how they benefit customers, save time, money, ease of set up, price, customer support professionalism, and scalability. Those that didn't meet our standards were eliminated.

Surveys conducted confirm short wait times, price, and U.S based agents are the main priorities for businesses using call center services in 2020.

Broken down even further by weight:

1. Customer support 4.9 out of 5
2. Price 5 out of 5
3. U.S based 4.5 out of 5

Customer service reps and the support they provide are a direct representation of your brand and business.

Customer Support

We investigated what customers are saying, on surveys, review sites like - trust pilot, forums, blog posts, and Q and A sites like Quora and Reddit.

Call center service support is the most important thing to your business and is weighted the heaviest when selecting a call center service provider. Even though the price is 5 out of 5, customer support is a hair length behind at 4.9 out of 5.

Research done on 10,000 consumers shows:

[“94% of consumers](#) who give a company a ‘very good’ customer experience rating are likely to purchase more products or services from that company in the future.”

All the features, services, and price cuts in the world don’t matter if your customer’s experience is mediocre, or worse... your service agents are unfocused and provide inaccurate information.

All the service providers we list streamline their services for instant results. And prioritize the customer experience.

They offer online services, email, phone support, and frequently asked questions to help you make the best choice. It’s also wise to call and interact with each company and the support team to see first hand how service is provided.

Services Provided

This is the second pillar of finding the best call center services for your business. What services do you need to manage? This simple question will create clarity for you.

Is it inbound calls, email, live chat, sales or something else?

When we reviewed current call center clients and surveys, answering service features held the highest importance among businesses.

Customer service is the bulk at 93.3%, order processing at 53.3%, and appointment setting came in at just above 46%.

Call center features like tech support and lead generation capture 33% while market research occupies a small space at 6.67%.

In business, every dollar accounted for is the golden rule for return on investment.

Not getting this right can be costly.

In our approach, we looked at the most common services, what the most important services are according to business needs based on the criteria mentioned above. And found world-class call center service providers that provide these services with uncompromising quality.

Consider how your business operates, what your primary goals are, and what works best for your business.

As of June 2020, 41% of customers already expect web chat services to be included on a business website.

In fact, web chat services have increased because of our present pandemic.

Surveys confirm [79% of consumers](#) prefer live chats because they provide an instant response.

Another consideration is the best call center service providers also offer scripting services. You can provide them with what you want the service rep to communicate to your customers.

Accurate, knowledgeable, and consistent customer support is important because every service agent that speaks with your customers needs to solidify trust.

U.S Based

U.S based call center services is a major factor for our list. Inbound calls and customer support are handled by either local service reps or a support team where English is their native language.

This is important if you want to ensure a good customer experience.

So many call centers are located out of the country and employ workers where English is not their primary language.

This can present a problem.

If customers are having a hard time communicating with the representative, it will cause frustration for your customers — affecting sales, brand loyalty, and reputation.

Focused Industries

Many call center service providers work with any industry. Often giving a one size fits all plan, promoting no real connection to your customers or business.

That's not what we want for you.

We made sure to include call center service providers that specialize in focused industries. And provide dedicated agent services that only serve your business. This provides your customers with authentic experiences when interacting with your selected call center service.

It's important you select a call center service with proven results working in your industry.

This guide offers options for both shared or dedicated customer service specialists.

It doesn't matter if you need call center services for a university, law firm, or urgent care center.

The providers in this guide can be trusted to be all you need to facilitate the best support your customers will find regardless of your industry.



[Signius](#) - Best Overall Call Center Service

Summary

In this guide we revealed the top 5 call center service reviews. If you need to outsource a call center service here is the list one more time:

- [Signius](#) - Best overall call center service provider
- [GoAnswer](#) - Best for inbound 24/7/365 bilingual support and legal intake services
- [Specialty Answering Service](#) (SAS) - Best answering services for large businesses
- [Five Star Call Centers](#) - Best call center consulting and outbound calling services
- [AnswerConnect](#) - Best technology integration customer service tools for answering services

No matter your business needs. whether it's simple answering services, or high volume outbound sales campaigns, this list has something for everyone. It will help you eliminate confusion as you find your solution.

Regardless of your industry, I am convinced you can use this guide to find the best call center service resource for you.

