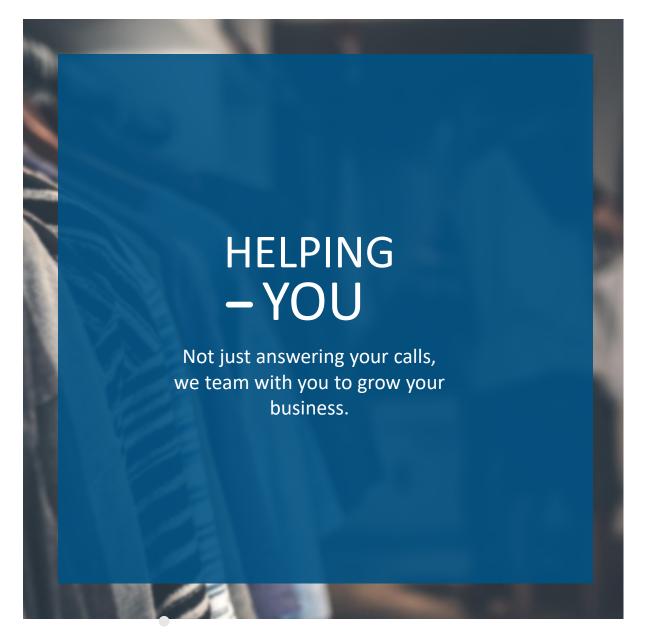


FARMAR CALL CENTERS





Lower Operating Costs

Increased Revenue

Increased Efficiency

Synergizing Systems

Customized Intake Process

Maximize Marketing Conversions

Ultra-low Abandonment Rates

Limiting Bad Experiences

Capture All Leads

Move & React With You



About Us

24 / 7 / 365

- Premium Contact Center Support
- HIPPA Secure Medical Answering Service
- Over 25 Years Of Experience
- **Dedicated Call Center Staff**







It's NOT a suggestion...it's the law!

Calendar Scheduling **World Class Training Diamond Quality Control Standards Transparent Reporting Ultra-low Abandoned Call Rates Customization Standard** Safe & Secure **HIPAA Compliant** Nimble & Accommodating

Our Mission

High Quality
High Tech
High Security
Empowering Your Business

Lower Operating Costs
Increase Revenue
Expand Retrieval Mechanism; Capture All Leads
Campaign Response Bandwidth Increase
Direct Client Control
Trained Dedicated Agents
Customized Reporting and Analytics





4.6% Call Abandonment Rate

Do you know how many calls and clients you are losing? Industry >8%

FARMAR Combined Total Abandonment Rate: <5% is our Goal and Standard - Now 4.6%



Business Continuity Plan

Where do your calls go when they cannot go to your office?

COVID19

Hurricanes

Tornados

Floods

Earthquakes

Fires

Blackouts

Plane wrecks

Train wrecks

Acts of terror

Cyber Attack

Construction Accident

Nuclear Accident

Police Response

Martial Law

Evacuation



Calls will be answered by FARMAR 24/7 even in the face of a crisis

Call Centers In
San Luis Potosi, Mexico,
Los Angeles, USA &
Noida, India





Staffing For Success

01 02 03 04 05 Never over 3 rings Never over 15 second Focus & adjust daily on staff 24/7 administer & hold time having key people in all answer your potential **Dedicated Call Center** the correct positions & existing client calls Specialists

Our Quality Expectations

Call Center Agents

- Proper Greeting
- Active Listening
- Engage the caller expressing empathy and understanding
- Professional demeanor
- Voice quality and clearly articulated speech
- Collect required information from the caller
- Accurately record collected information
- Demonstrate account knowledge
- Fulfill the call objective
- Close the call properly

Quality Control Team

- **Supervisory Team:** Provides one-on-one coaching and tole play training with agents
- Quality Control Supervisor: Monitors and scores agent calls. Provides feedback and makes recommendations for improving customer service
- Operations Manager: Overseas the entire quality control team. Involved with agent hiring and process to ensure high quality hires
- Call Scoring: Each call gets scored based on the client's KPIs

IT & Data Security

Redundancy and Backup

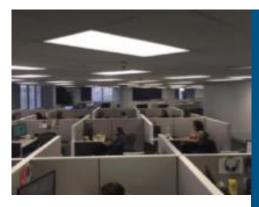
Systems In Place

Server and Hardware Redundancy UPS-Battery Backup Full Site Backup Generator-Diesel Cloud Backup Multiple Carriers Multiple Entry Points Failover Protocol Auto-Rotate





Key Points





Average tenure of our Management and Executive Team is over 5 years

Handle over 1 million incoming calls per year

HIPPA and PCI Compliant

Dedicated agents that are chosen by you, trained by you, and only dedicated to you

99% Up Time so that you never miss a call



Contact Us

We can help you grow your business through outsourcing through our call center and providing 24/7 support to your clients.

Growing Fast And Maintaining High Quality.
We Can Grow With You As Your Needs Change.

15760 Ventura Blvd, 7th Floor Encino, CA 91436

Matthew J. Kumar

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