



LexisNexis[®] VitalChek[®] Customer Engagement Center

A call center designed specifically to service vital records agencies



Striking the Right Balance

Juggling the staffing needs of your agency to meet customer demands is no easy feat. There is a fine line between handling incoming calls promptly and fulfilling orders efficiently. But when staff are tied up on the phone, it can slow down order processing, leading to a frustrating cycle of increased call volumes and longer wait times.



Introducing LexisNexis[®] VitalChek[®] Call Center Solutions

Our comprehensive call center services are tailored to your agency's needs. Our trained representatives are experts in customer service, handling everything from order inquiries to providing directions. Plus, 30% of our team is bilingual in English and Spanish, ensuring we can better serve all your constituents.

Our agents undergo thorough training and background checks, with regular performance monitoring to ensure top-notch service. We prioritize security, adhering to HIPAA guidelines to safeguard customer data. Real-time and historical call monitoring helps us meet service level agreements and deliver a positive customer experience.



Cutting Edge Technology

Our telecommunication systems are managed by experienced staff versed in multi-channel communications, customer experience, and workforce management. We maintain recordings and updates internally for accuracy and reliability. With two Tier 3 Data Centers, we guarantee business continuity with seamless transitions between centers and backup power sources.



Multi-Channel Customer Engagement

We take a multi-channel approach to customer support, offering live agents, online chat, email, and social media assistance 24/7. Our live chat and email services, powered by Oracle's RightNow Chat Cloud Service™, provide personalized responses for quick issue resolution. Additionally, we proactively engage customers on social media, providing helpful content and answering queries.



Affordable Excellence

Our tiered pricing, along with insights and strategies to reduce call volume, makes excellent customer service affordable. With quarterly price adjustments, we ensure you get the best value without compromising on quality.

For more information, please email us at vcn.marketing@vitalchek.com