



Contact Center Solutions that Put the U.S. Front and Center



Outsourcing can be more trouble than it is worth. Language barriers, monetary exchange rate concerns, time zone differences, costly international travel, and more, can stand between you and an economically viable contact center solution.

UNICOR's call center solutions, on the other hand, provide reliable contact center support at highly

competitive rates, right here at home, eliminating the need to send work offshore.

Our homegrown Contact Center expertise is designed to handle high volume, first-tier customer support functions, so that employees can focus on the more complex, high-value functions, onshore.



A Homegrown Solution

The advantages of working with UNICOR include:

- Skilled agents
- Low labor rates
- Native English speakers
- High security
- Nationwide coverage



Hosted Call Center Solutions

Our hosted Call Center solutions include:

- Automated Outbound Lead Generation
- Relationship Development of Existing Prospects
- Automated, Enhanced Workflow Efficiencies
- Scheduled and/or Automated Call Backs
- Automated Email Reminders and Distribution of Marketing Material
- 100% Call Recording Capability
- Enhanced Oversight of Agent Productivity/ Performance Goals
- Customized Reporting Metrics

We Rival the Best

Our diverse operations employ hundreds of agents and we are open 5 days a week (Monday – Friday). Our Call Handling Time (CHT), Abandon Rate, and Average Speed of Answer (ASA) are on par with or even exceed industry standards.

The Company We Keep

Our Outbound Business-to-Business (B2B) Centers have performed data scrubbing, lead generation and profiling for some of the top U.S. companies.

Additional capabilities include:

- Appointment Scheduling
- Vacation/Travel Industry Sales
- Inbound Customer Service/Sales
- Commercial Outbound Telemarketing
- Account Profiling



Quality Services Designed to Serve You

For more than 30 years, UNICOR's Services Business Group has offered a wide range of quality services. Aside from contact center & help desk support, we offer data & document conversion, distribution & warehousing services, and interagency solutions.

We also offer a range of product and manufacturing services, including interior & exterior signage, industrial filtration, printing & bindery, and tableware.

Our commitment to providing value for money, by matching quality with affordability, makes us a leading resource to the Federal government, Federal contractors, and in certain cases, the private sector alike.

The many advantages to doing business with UNICOR, include:

- Scalability
- Outstanding quality
- Competitive pricing
- Onshore operations
- Nationwide locations
- A highly trained workforce
- More than 30 years of proven results



Making Change Possible

The Federal Prison Industries program (now operating under the trade name UNICOR) was established in 1934. Eighty years later, the program continues to operate at no cost to taxpayers and benefits communities across the Nation by creating safer prisons and reducing inmate recidivism.

Social responsibility underscores everything we do. By providing a platform of job and life skills training along with work experience, we increase offenders' chances of securing meaningful post-release employment and becoming a contributing member of society.

Research shows that offenders who participate in the UNICOR program are 24% less likely to return to criminal activity and 14% more likely to obtain employment upon release from prison compared to those without similar experience.

UNICOR invests in America by reducing crime, and its costs and consequences. For every dollar spent on correctional industry programs, a substantial amount is saved in future criminal justice costs (e.g., arrests, convictions, incarceration, crime victimization and post-release supervision).

Ultimately, UNICOR helps keep America safe, reduces public assistance costs, and compensates victims of crime. It also supports local businesses by the purchasing of raw materials, promoting our communities' viability and health, and effectively reduces crime's revolving door.

Contact

To learn more about UNICOR's hassle-free, cost-saving alternative to outsourcing, please contact:

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