

# Call Center Support Services

## Realize More Profitable and Reliable Business Relations

Better manage your costs, enhance owner satisfaction and realize up to 50% savings in time spent addressing owner inquiries with Oildex Owner Relations Call Center Support Services.



### LIVE CALL ANSWERING

Feel confident knowing a real live, knowledgeable person will be answering your calls. Oildex agents are available Monday - Friday, from 8am - 5pm CMT. We take pride in our prompt resolution record, with 30-50% of all inquiries closed during the initial call, reducing unnecessary escalations and disruptions.



### FLEXIBILITY AND SCALABILITY

We have the size and staff to adjust to any volume of calls quickly and cost effectively, helping reduce the severity of call volume peaks and valleys, including those related to late check runs and 1099 season.



### INDUSTRY EXPERTS

We know your business and understand your challenges. Our professionally trained US based agents are subject matter experts and ready to meet the specific needs of your owners. They include land and accounting professionals, many with over 15 years' experience.



### WHAT INTEREST OWNERS SAY ABOUT YOUR COMPANY

*"...I couldn't believe a company representative actually answered my calls. They were knowledgeable, efficient and I had all my questions answered on the spot. Our other producers make me push 7 buttons just to leave a message..."*



### CUSTOMIZATION

Not all needs and wants are the same. We can manage 100% of your owner calls or simply serve in an overflow capacity to assist your existing staff. Our unparalleled flexibility allows us to tailor a custom solution that will exceed the requirements of your company.



### ADVANCED TECHNOLOGY

Our state-of-the-art technology allows for complete customization of call routing, management and reporting process, including routing on the fly to adjust for any situation that may occur.

Oildex's CRM database ensures all owner interactions are recorded and available to potentially affected departments.



### REPORTING

Oildex conducts real time call monitoring and reporting to ensure quality compliance and a consistent level of customer service. We create summaries and detailed reports so you can see both the big picture at a glance and get the specifics you need to understand trends and patterns in calls, customer service and outbound programs.



### FLEXIBLE PRICING

Our dynamic pricing model means your cost is directly related to call volume. With no call center overhead or wasted idle time, our pay-per-use model scales to meet seasonal and time of day spikes.



### ADDITIONAL OWNER RELATIONS MANAGEMENT SOLUTIONS

- Custom-Branded Web Portals
- Check Processing
- Mail Service
- Electronic Data Exchange
- Automated Check Detail Phone Service



Take advantage of our one month trial to assess your owner call needs. For more information or to schedule a live demonstration,

**1.888.922.1222 OPTION 3 | [INFO@OILDEX.COM](mailto:INFO@OILDEX.COM)**

### ABOUT OILDEX

Oildex provides supply chain automation solutions for oil and gas companies. Services include: digital and scanned invoice processing (OpenInvoice™), owner relations web portals, royalty check stub detail and reporting (CDEX), joint interest bill processing (JIB), crude oil data exchange (CODE), gas plant document exchange and much more. Oildex is a privately held company backed by Accel-KKR and is headquartered in Denver, Colorado with offices in Houston, TX and Calgary, Canada.

