

# Call Center Services

Quickly resolving your owners' and working interest partners' questions and issues is important. Keeping these key stakeholders happy protects your reputation as a good business partner and reduces your risk of lawsuits. But fielding their calls and emails can be time consuming and disruptive, draining valuable in-house resources.

Partnering with Oildex to manage your owner and partner communications helps you improve owner relations while saving you time and money. By using our Call Center Services, staffed by professionals who understand your business, you can eliminate the need to invest in facilities, equipment and technology. And you'll free up your in-house staff for higher-value tasks.

## CHALLENGE: COST-EFFECTIVELY MANAGE CALLS

Owners and partners want their calls answered by professionals who understand their questions and concerns and will promptly answer and resolve them. Often, the responsibility for fielding calls falls upon an oil and gas operator's Land or Revenue staff. While capable, these staff members typically have more strategic tasks to perform, such as identifying new lease opportunities or preparing quarterly reports to inform business decisions. Inevitably, these higher-level tasks get set aside, or calls go to voicemail, much to a caller's chagrin.

## SOLUTION: OILDEX CALL CENTER SERVICES

Reduce your volume of owner and partner calls by up to 80% by utilizing our Call Center Services. We can manage 100% of your calls or serve as overflow support for your existing staff. Either way, you'll free up your employees to focus on higher-level tasks.

Our experienced Call Center professionals, many with over 15 years of direct land or accounting experience, have a proven track record of resolving up to 80% of callers' issues on the initial call, without involving the operator.

Planning an acquisition, or anticipating 1099 season? Our flexible pricing model lets you quickly scale services up or down to accommodate your fluctuating call volumes, without expanding or contracting your staff.

**Call Center Services** are part of Oildex's Owner Relations Suite of services that also includes Owner Portals, Print and Mail Services (including Payment Services) and Data Exchange Applications for a complete, turnkey owner relations solution. Regardless of how your owners and partners prefer to communicate – phone, email, online or snail mail – we've got you covered.

## BENEFITS

- Use Oildex for all of your calls or for overflow
- Reduce your call volumes by up to **80%**
- Dramatically reduce your owner relations overhead
- No need to invest in dedicated facilities, equipment or technology
- Free up staff for other tasks
- Call Center professionals understand the oil and gas business
- Callers' issues are resolved quickly, accurately and professionally
- Proven track record of resolving up to **80%** of calls without operator involvement
- Easily scale services up or down to meet your changing business needs

## FEATURES



## LIVE CALL ANSWERING

- US based agents, available Monday – Friday, 8 am to 5 pm CST
- Manage calls, emails or both
- Prompt resolution record – up to 80% on initial call
- Reduces unnecessary escalations and disruptions



## FLEXIBLE &amp; SCALABLE

- Ability to adjust to any volume of calls
- Manage 100% of calls or handle overflow
- Easily manage call volume peaks and valleys caused by acquisitions, late check runs, 1099 season or price fluctuations



## OIL AND GAS INDUSTRY EXPERTS

- Call Center staff professionally trained
- Oil and Gas Land and Accounting professionals
- Many have over 15 years' experience



## ADVANCED TECHNOLOGY

- State-of-the art technology for complete customization of call routing, management and reporting
- Owner interactions recorded for playback as needed



## REPORTING

- Real-time call monitoring and reporting for quality compliance and service consistency
- Summaries and detailed reports help spot patterns and trends



## FLEXIBLE PRICING

- Cost directly related to call volume
- No call center overhead or wasted idle time

## OWNER RELATIONS SPECIALIST

Oildex was founded by oil and gas professionals who understand your business. We are committed to helping oil and gas operators improve owner relations, while also saving them time and money. Every year, we successfully manage over 165,000 calls and emails for our clients.



Take advantage of our **one month trial** offer to assess your owner call needs. **Call today** for more information or to schedule a live demonstration.



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