



## Success Story #1

# Outbound Support

### PROBLEM

Charles River outgrew its ability to effectively handle the high volume of calls that they received by prospects interested in applying for clinical trials testing.

### SOLUTION

Sound Telecom developed a scalable call center solution that would take over all of the processing work that had been done in-house by Charles River staff. All aspects of their internal call center were replicated and an implementation strategy that migrated all internal service operations to Sound Telecom's state-of-the-art call center facility. Sound Telecom maintained Charles River's professional brand image and effectively managed their highly sensitive inbound and outbound applicant screening and scheduling processes.

**Professional. Friendly. Courteous.**



Charles River Laboratories is a global leader providing in-human patient testing, research models, pre-clinical and clinical support services.

### RESULT

Sound Telecom was given two months to take over the management of all aspects of Charles River's internal call center operations. An innovative plan was developed and Sound Telecom successfully executed that strategy in less than 6 weeks, on time, on budget and without any interruption of service.

**Let's Develop Your  
Solution Today**  
**1.800.557.1550**  
**[www.sound-tele.com](http://www.sound-tele.com)**