

Differences between inbound and outbound call center

Aspect	Inbound Call Center	Outbound Call Center
Purpose	The primary purpose is to handle income calls from existing customers to provide customer assistance.	The primary purpose is to make outgoing calls to prospects or potential customers for sales conversions.
Call Direction	Receive incoming calls from existing customers.	Initiate outgoing calls to potential customers.
Call Focus	Address queries, complaints and provide technical support to existing customers.	Make outgoing calls to engage prospects, convert them into customers, and conduct surveys.
Example	Customer support and technical support	Telecalling centers and market research companies
Key metrics	Customer satisfaction, Average Handling Time	Sales conversion, Lead generation rates

What Is Call Center Customer Service Inbound Associate

**Jon Anton, Jodie Monger, Debra Sue
Perkins**



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