



Call Centers

Mission & Value Proposition

At OCE, we help organizations improve customer engagement while reducing operational challenges. Our Call Centers provide professional customer service and business technology support through a highly trained workforce, delivering cost-effective, scalable solutions that keep jobs in the USA. At the same time, OCE programs give adults in custody meaningful work and career training, helping them build skills for successful reentry. Partnering with OCE means reliable service and lasting community impact.

The Challenge

Organizations across industries face growing challenges in customer service and workforce management:

- Meeting growing customer expectations on reduced budgets
- Rising labor and turnover costs
- Inconsistent service quality or call handling standards
- Finding reliable partners aligned with organizational values
- Limited staffing flexibility



CONTACT US ON OUR WEBSITE

See the full array of products and services, read our compelling stories, and engage with us on social media. Just scan the QR code below to find our site and go from there!





Our Solution

OCE Call Centers deliver tailored business technology and customer contact solutions. From inbound/outbound calls to data entry and help desk support, our trained teams provide professional, reliable service that strengthens customer trust and supports your mission.

Services We Offer:

- **Customer Service & Support:** Inbound/outbound calls, email, chat
- **Business Technology Support:** Data entry, reporting, document management
- **Help Desk & Information Services:** Tier 1 support, directory assistance
- **Workforce Development:** Skilled, supervised teams focused on excellence

Why Partner with OCE?

- **Cost-Effective Solutions:** Predictable pricing to fit budgets
- **Scalable Support:** Adjust service levels as needed
- **Proven Reliability:** 25+ years delivering consistent, professional service
- **Experienced Supervision:** Managed by industry professionals
- **Community Impact:** Supports work and training programs for adults in custody

Added Value

- AI Call Tracking for quality monitoring
- Skilled English-Speaking Agents
- Custom Reporting & Metrics
- Program-Specific Training
- Secure, HIPAA-Compliant Environment
- Flexible Weekday Coverage

Let's Get Started

Partner with OCE Call Centers to strengthen customer relationships, streamline operations, and make a difference, all at once.

