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call centers and contact centers both provide customer service and outreach but they differ in the communication channels they use call centers use one channel the phone while contact centers use several channels call centers emerged in a time before digital channels

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a contact center is a team of agents that handle all incoming and outgoing customer communications via phone calls email live chats social media interactions and other communication channels

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the simplest explanation is that call centers handle as the name suggests phone calls whereas contact centers offer multiple communication channels to make things more complicated some call centers do provide other channels but that doesn't make them contact centers

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call centers are offices where agents handle both inbound calls initiated by customers and outbound calls calls originating from a customer service representative usually sales calls these agents take calls from both new and existing customers b contact center

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in transitive terms the difference between contact and call is that contact is to establish communication with something or someone while call is to state or invoke a rule in many games such as bridge craps jacks and so on contact english noun en noun the act of touching physically being in close association

contact definition in the cambridge english dictionary *Jan 13 2023*

communication with someone especially by speaking or writing to them regularly in contact with have you been in contact with andrew recently only by phone i m still in contact with her we write a couple of times a year contact between there isn t enough contact between teachers and parents

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