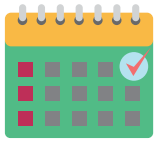
Ready to Begin

Implement your business into a proven model while reducing costs, improving customer satisfaction, increasing both revenue and productivity. OCE's contact center model is already in place, allowing businesses to begin operation quickly and efficiently.

All Contact Centers located throughout Oregon



6-Month Pilot Program Available

Ability to Quickly Ramp Up

Common Overseas Issues

With OCE, your customers will receive top quality service in a highly controlled environment. When outsourcing contact centers, problems are created that are difficult to manage:

Agents may lack the necessary cultural knowledge, fluency, and communication skills.

Your data is overseas and unprotected by FTC/FCC.

Too many technical barriers.

Social Responsibility

OCE provides low-cost, high-value services helping to reduce the cost of government and healthcare through contact centers, printing, laundry services, and manufacturing. Operating these programs makes it possible to help as many adults in custody as possible gain work skills and be prepared for a successful release into the Oregon job market.

"The job skills will definitely help me gain employment when I am released. I have confidence now that **I can make it out in the free world** and be a productive member of society."

Semi-independent State A gency

Support Adults in Custody through Re-Entry

Supporting the Oregon Accountability Model

Reducing Environmental Impact

Going beyond the typical recycling of cardboard, batteries, plastic containers, and office paper, OCE constantly evaluates its programs to discover additional ways to operate in a more environmentally- friendly manner. With the reduction of harmful chemicals, the use of a water reclamation system and renewable resources, the recycling of scrap metal, and the reutilization of fall-off materials to benefit food banks and more, OCE is committed to being a part of the environmental preservation solution.

OREGON CORRECTIONS ENTERPRISES

For more information on how OCE can help fulfill your customer contact needs, contact us at **bward@oce.oregon.gov** or call **503-428-5507**.

oce.oregon.gov

Oregon Corrections Enterprises

OCE CONTACT CENTERS

Connect WITH THE World

Dedicated On-site Technical Support

Regular network audits and the highest standards of operation keep information safe.

- Network/PC Hardware can be provided
- Secure network policy
- Cyber security is our top priority
- Multi-layer data protection
- Network audits conducted by professional 3rd party security firms

Native English-speaking agents

Experienced staff handles HR matters

Quality Agents and Training

OCE has rigorous screening and training processes in place. Agents are prepared when they take or make their first call for your company. OCE customers can develop agent trainers.

- Excellent agent attendance rates
- Highly motivated, dedicated agents
- Pre-interviewed and screened agents, waitlist available

Management

Reduce your overhead, infrastructure, and labor costs, making your savings significant. OCE provides office space for customer staff if they choose to manage their campaigns onsite, while OCE staff manages agents and day-to-day operations.

- High Quality of Services
- Clerk services available to process paperwork and provide statistics
- Superior communi-cation between staff & agents
- Help client achieve performance measures