

Employee Contact Center

Baker Tilly Vantagen operates a cloud-based “virtual” contact center. Our operations can be easily scaled up or down through real-time system and resource management. These load balancing and other multi-channel contact features support 99.99% uptime and optimal readiness to assist your employees. Our skills-based technology, when blended with subject-specific training, ensures your employees are consistently exposed to a meaningful service experience.

Service Features:

- > High service standards keep wait times down and reduce the likelihood of hang ups.
- > Inquiries are tracked to 1, 5 and 15-day case resolution periods.
- > Unit-based specialists and managers assist call agents with complicated inquiries and escalations.
- > Service transparency enabled when client opts for direct (online) access into case resolution system.
- > Services and skills are scalable, which promotes change, seasonality and seamless service delivery.
- > Optional caller surveying after each call provides direct, meaningful feedback.
- > All calls are recorded and can be made available for client review/inspection.
- > Our multi-channel Automated Call Distribution (ACD) system allows us to quickly get callers to trained agents with the specific skills to help. Our software is compatible with IVR, chat, email, and social media channels.
- > The ACD’s call-back assistance feature allows the caller to dictate acceptable wait times; the caller’s place in line is held and dialed back when the next agent is available.
- > Optional private label experience (vanity line, scripting, call allocation) supports “one number” access strategies.
- > Callers can leave detailed message for follow-up during peaks times or afterhours
- > Our Client Service Representatives can assist clients via phone, voicemail, call back feature, online chat, email response

Who We Are

Baker Tilly Vantagen is a visionary Human Resources firm - a business partner that balances people, technology and strategy to create a high-touch client experience. Baker Tilly Vantagen has been providing complete employee benefits administration and human resources consulting services to clients representing a variety of industries for over 18 years.

Who We Serve

Baker Tilly Vantagen shares the service delivery experience with employers maintaining U.S. operations in all states, as well as Canada and Puerto Rico. The industries these employers represent are diverse.



Who To Contact



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