



24/7 CALL CENTER  
**SOLUTIONS**



When the Weather is  
at its Worst...We're at  
our **Best.**

Why Choose CCRA  
24/7 Call Center Solutions?

We've got over 47 years of expertise to put to  
work for you. Find out why so many of the top  
100 agencies trust us with their greatest  
asset - their travelers.

### Unparalleled Technology



CCRA invests millions to ensure we've got the most cutting-edge, most reliable and secure technology out there. We stop at nothing to ensure your travelers are served and that you have the visibility you need into our service and support.

### Elite Agents



We recruit the best agents, use the most current training programs and unique staffing methodologies and offer a great work environment to ensure your travelers are dealing with agents who love what they do and are darn good at doing it.

### VIP Expertise



When we say VIP, we mean VIP. When you have clients who need the very best and most direct emergency service available, that's just what we provide. We offer the technology and expertise to ensure your VIP clients stay your VIP clients!

### Dedicated Support



When you become a client we treat you with the same level of care and skill your travelers receive. That means we provided a dedicated account executive, on-site support when needed and more to ensure you are getting what you need.

!

**47**

Years in  
Business

♥

**40**

Of the Top 100  
Call Us Home

🎧

**360K**

Travel Transactions  
Per Year We Handle

📺

**100%**

Digital Call  
Recording

## Did You Know?



80% of travelers list long hold times as their main complaint when utilizing an agency's after-hours service. Hold times for 24/7 providers during bad weather can easily exceed 30-60 minutes. CCRA's are consistently the lowest in the industry, because of our **4 day on/4 day off shifts!**

### > Real Industry Expertise

Our CCRA call center agents are the elite. They average more than 12 years of experience, have deep GDS expertise, and are distributed all over the US. That means no matter what, we've got the right agent with the right tools in the right location to meet your travelers' needs.

### > A Real Difference In Hold Times

CCRA rarely faces an understaffing issue. We never need to borrow agents from "sister" companies... nor do we already have our entire staff scheduled on weekend days, with no additional help available. We accept all calls during emergency situations. We do not put callers back on hold... and CCRA never busies out our lines or refuses calls that are not for travel in the next 12 hours.

### Real Results for Our Customers

"My client is singing the praises of our 24-hour services. She is so appreciative we have them and how they handled her needs. She wants us, the service and your agent to know how good the service really is!"

**Joyce Striar** | ProTravel

## VIP Desk for Executive Clients

Our VIP Desk is not just an expedited answer feature. It also provides your executive level clients with rapid, first-class global assistance that they expect. The VIP Desk is staffed with full-time agents with at least ten years of travel industry expertise. All they handle is VIPs... so they can concentrate on your top clients.

## Did We Mention These?

Need a few more reasons to look to CCRA for your after-hours call center needs?

- No-charge service fees
- Personalized UIFN
- Personalized toll free numbers
- VIP "personal touch" numbers
- A dedicated account manager
- Real-time online reporting
- Airport delay advisory
- 100% digital voice recordings
- Secure facility backup
- Language Interpreter service
- Whisper and pop-up technology
- Stringent data protection policies