

When ChorusCX Customers Turn to Managed Services

Five moments where an outsourced CX team pays for itself

24/7/365 Support

White Labeled

Global Coverage

What Is Managed Service with ChorusCX?

ChorusCX Managed Services works as an extension of your team, not a replacement for your brand. We deliver 24/7/365 technical support, call handling, performance monitoring, and proactive maintenance, all white labeled under your name. The result is lower overhead, less downtime, and a CX operation that scales without adding headcount.

5 Scenarios Our Customers Turn to Managed Services

01 Reduce Headcount and Overhead

Get enterprise level CX support without the cost of hiring, training, and managing an internal team. **Example scenario:** A 40 agent healthcare BPO consolidated its after hours and weekend coverage into ChorusCX's managed team, avoiding 6 planned new hires.

02 Growing Globally

Expand into new markets and time zones with distributed, locally responsive support, no new offices required. **Example scenario:** A customer headquartered in the United Kingdom opened two additional offices in the UAE and United States and needed a support team that could cover three time zones without hiring locally in each region.

03 Need Coverage Around the Clock

Nights, weekends, and holidays get covered without asking your internal team to work them. **Example scenario:** A 200 seat financial services contact center needed weekend and holiday coverage without asking its own staff to work overnight shifts.

04 Need an Extra Set of Hands

When call volume spikes or the team is stretched thin, we step in as backup, not a burden. **Example scenario:** A retail contact center saw a 35% jump in call volume during a product recall and needed backup agents live within a week.

05 Project Work, Campaigns, or Coverage

Short term initiatives, seasonal pushes, or covering a teammate's time off, without a new hire. **Example scenario:** A SaaS company launched a 6 week product campaign and needed temporary overflow support, plus coverage while two team leads were out on leave.