



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

Why Choose CCRA 24/7 Call Center Solutions?

We pioneered the 24/7 call center concept. We've got over 40 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.

40

Years in Business

55

Of the Top 100 Call Us Home

500K

Travel Transactions Per Year We Handle

100%

Digital Call Recording



Our team of over 80 experienced professionals serve 450 domestic and international travel agencies, handling around 500,000 travel transactions each year.

> Real Industry Expertise

Our CCRA call center agents are the elite. They average more than 10 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

We have the lowest average hold times in the industry. Period. While others with a smaller workforce and maybe even a lower cost may have your travelers on hold for extended periods of time, we've got the tools and the manpower to provide service to your travelers faster than anyone.

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 International

VIP Desk for Executive Clients

Our VIP Desk provides your executive level clients the rapid, first-class global assistance that they expect. The VIP Desk is staffed with full-time agents with at least five years of travel industry expertise.

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

