

## Call Center



- Department within a company; sometimes a physical location
- Fields customer inquiries and requests over the phone
- Primarily receives inbound calls, but sometimes makes outbound calls for telemarketing, fundraising, lead gen, and customer retention purposes

## Contact Center



- Department within a company; sometimes a physical location
- Fields customer inquiries and requests over phone, email, text/SMS, chat, and social media message
- Primarily receives inbound requests, but sometimes engages in outreach for telemarketing, fundraising, lead gen, and customer retention purposes

# Digital Call Center

**E Durkheim**



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