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When thinking about outsourcing call center answering services, then nearshore and offshore shouldn't be difficult terminologies to you. Well, it is one thing to decide between an in-house call center and outsourcing to a reputable company, and a totally different thing deciding whether to go offshore or stick to the nearshore option.

This post will dwell into the latter huddle of making a choice, giving you just the facts. At the end of it all, you should be able to come up with a decision of your own.

## Is The Call Center Delivering Satisfactory Services?

This is a question that you will definitely have to ask yourself. There are many survey results that have been done to establish whether outsourced call order taking companies make their clients happy as compared to in-house call rooms.

The results are quite interesting, showing that many people who outsource these services are generally happy with the quality of service they get. This general view factors in both the offshore and nearshore companies, and it shows the importance of outsourcing. However, when you separate the two, then the pictures they portray start to vary.

## Does the Offshore Call Center Offer Satisfactory Services?

Now that you know outsourcing call answering service is generally a better option at least for many businesses, the all important question is between offshore and nearshore, which one is generally better? Well, it all depends on a number of factors, including nature of business and the cost factor.

According to poll results done by ATA sometimes back, when people were asked the first question of whether their call centers offer satisfactory services, the general response was high (over 90 percent were satisfied). However, on adding the clarification and asking whether offshore call centers offer satisfactory services, the percentage positive results dropped drastically (by over 20 percent). This drop signifies either the following:

â€¢ That very few clients of offshore call centers are satisfied with the services they get as compared to the nearshore clients.

â€¢ That there are many people who use nearshore call centers than offshore ones.

Nevertheless, you have to also consider that despite the negative feedback from the users of offshore call companies, some of the clients still continue to trust and utilize their services. This could also be due to a number of reasons, maybe for instance their nature of business not giving them much of a choice but to go for the offshore options.

## Figures About Future Prospects of Outsourcing

Also, according to many survey results, many people are of the idea that they would rather stick to their outsourced call answering services in the near future than shifting to an in-house call order taking company. Again, this could also be due to varied reasons, and amongst them cost.

Article Source:

<http://www.articleside.com/management-articles/nearshore-and-offshore-which-call-answering-service-to-go-for.htm> - [Article Side](#)

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The above study results only give a general outlook, and do not tie any business to outsourcing their call a [answering service](#) to an offshore or nearshore company. What actually matters is that your clients' needs, like [order taking](#) calls are answered to satisfaction.

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