

Client Services Overview



Global Contact Services, LLC
The Right Call

Client Services Overview

Having peace of mind when you outsource is critical. Knowing that your points of contact within an outsourced Call Center Company are responsive, knowledgeable, caring and can affect change is vital to achieving success. At Global Contact Services (GCS) we provide you with an expert Client Services team with the depth of experience you need.

At GCS one of our strategic anchors is our Client Services team. Our team has been built with strong industry experts, focused on our clients. Our Client Services team differentiates itself in the following ways:

Industry Expertise

Our Managing Directors and Client Performance Directors have diverse backgrounds filled with expertise in a variety of inbound and outbound teleservices programs. Their expertise gives them the ability to draw on their previous knowledge to create leading-edge, proven solutions for our clients. Our team operates in a consultative fashion and openly shares their expertise with our clients to improve performance and quality. You won't find a more expert team anywhere in the industry today.

Call Center Experience

We provide you with solutions that work because we've had the experience—first hand. Our entire Client Services team has a diverse background in the call center industry—all of them with previous call center experience. They draw on their previous experience to provide you with the right answers, every time.

We've also built our team with a close eye for our previous Client experience. We understand that your Client Services team must think strategically, as a business manager, but also be able to operate tactically to meet your needs. We've combined the "best of both worlds" utilizing our Managing Directors as your first point of contact.

An Innovative Organization Structure

We've learned from our past experience that it's critical to create a structure that is 100% focused on meeting your needs. Our unique structure integrates the Call Center team with our daily Client interactions. Our Client Performance Directors serve as your direct point of contact into the call center—giving you immediate access to your program. They work closely with your Managing Director to exceed your expectations.

Our Focus

We **are** focused on our clients. Other providers may talk about it, **but we live it every day.** Our Client Services team drives the daily and strategic direction for your program. As your Business Manager they can quickly affect change within the organization to increase service delivery, quality and results.

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GCS distinguishes itself in the Call Center Outsourcing industry with three Strategic Anchors:

The Most Professional Customer Interactions Available in the Industry Today

- GCS has carefully selected its call center locations based on extensive criteria to insure a readily-available, higher skill set resource pool.
- GCS hires only full-time associates who are screened through one of the most stringent hiring processes in the industry today. Our goal is to insure that they meet the skill set requirement for each individual client that GCS services.
- GCS provides extensive agent education to equip their agents with all the necessary skills to be successful in a call center environment and for their clients. Proven adult learning methodologies are utilized to deliver client-specific education, and then representatives are tested extensively to insure they firmly grasp all client requirements.
- Once on your program, GCS has built a best-in-class quality monitoring process and Quality Assurance team to insure we deliver for our clients--every day. Extensive monitoring and coaching by designated mentors, supervisors and our independent QA team provide you with the quality of interactions hard to find at most call center companies today.

A Professional Client Services Team

- What you'll find with GCS is a Client Services team with the depth and breadth of experience unmatched in the call center industry. GCS clearly understands that our clients' daily point of contact must be a true business person with the ability to think strategically and act tactically. Our Client Services team is comprised of associates who have demonstrated their success working with clients and delivering results for many years.

An Experienced, Accurate and Responsive Information Technology Team

- GCS has used the depth of experience of our management team to create much more flexible, open and user-friendly systems than most call center providers in the industry today. What's the benefit to our clients? Painless start-ups, ease when making changes and a more responsive Information Technology team.
- GCS offers state-of-the-art Call Blending capabilities for maximum utilization of our agents and your teleservices budget. We also provide Digital Voice Recording for ease of access to your customer information.

So if you're looking for the Call Center experts--GCS is here to build a partnership to increase your results, improve your quality and lower your overall costs. For more information, please contact:

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www.gcsagents.com