

# Bridging the Gap to

# WORLD CLASS CUSTOMER SERVICE



Your **customers** deserve it.

It's your **job** to provide it.

We know how to **deliver** it.

Creating quality customer experiences on every contact is an outcome your customers expect. Easier said than done, particularly when your needs surpass current resources. While turning to a dependable outsourcer for some or all of your customer contact operations can be a smart option, how do you choose amongst the various outsourcers around the globe?

#### Here's your roadmap to world class:

- Start with a company that has the “**know how**” to deliver on your service promise with each and every call,
- Add the right amount of **knowledgeable agents** who are well trained on your products and processes and who love what they're doing,
- Utilize a **state-of-the-art facility** using the latest technology and coaching practices.

The result? **Increased capacity at a cost that fits your needs and an unparalleled service experience for your customers.**

At **Cooney Solutions Group** (CSG), we're revolutionizing the Business Process Outsourcing industry. Founded by two of the most experienced and respected experts in customer service and contact center management – and further supported by a “dream team” of advisors who specialize in knowledge transfer – CSG offers an affordable outsourcing solution for organizations committed to delivering world-class quality and customer experiences.

#### What makes us different?

- Our **Service First<sup>SM</sup>** contact center culture is employee-focused and places a priority on the entire customer experience over any single transaction.
- We are not, and never will be, a typical call center - so we don't focus solely on productivity at the expense of service.  
*We know how to give you both.*
- This employee-focused, **Service First<sup>SM</sup>** culture is led by a team of professionals with proven track records in developing and sustaining award-winning service delivery.

Contact us today. We're ready to help your business grow and show you how CSG puts **Service First<sup>SM</sup>**.



**SERVICE FIRST<sup>SM</sup>**

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