OUR RESULTS

92% success rate finding and eliminating fraud attempts for multi-national banking and financial service company

400% increase in revenue within three years for a cloud data protection company

30% conversion rate improvement for first time deposits/ month for an online investment platform

Reduced abandoned call rate **94%** for major retail brand

Improved customer satisfaction **34%** for leading household electronics and appliance company

Reduced order entry errors **30%** and improved customer satisfaction scores 20% for a global cable company

30% reduction in No Fault Found dispatches for a leading technology company

EXPERTLY SKILLED PEOPLE | INDUSTRY-LEADING TECHNOLOGY | BEST-IN-CLASS PROCESS

CGS can help you grow and optimize your business with our wide range of Business Process Outsourcing (BPO) Services. We will tailor the best contact center solutions to meet your needs while ensuring the delivery of outstanding customer experiences — multilingual, omnichannel, and 24/7!

CGS exceeds expectations with our award-winning people, technology and processes to:

> **Boost** your global expansion with our 24/7 support in **28+ languages**.

> **Increase** your agility and growth with our proven scalability framework.

> **Reduce** your customer care costs with our processes and rate optimization.

> **Mitigate** your risk with our service continuity, resiliency and security.

> **Generate** revenue with our acquisition, retention and upsell expertise.

> **Build** your customer loyalty with our customer experience strategies.

" The value of a partnership can be measured in many ways, and the true measure of any partnership is predicated in how a challenge is turned into an opportunity; how a crisis is managed to a calm resolution; and how the unexpected is overcome by preparedness. CGS exhibited these characteristics... and we are deeply appreciative for their efforts. "

– Ruben Velez,
Director of Partner Enablement, DELL

DELLTechnologies

OUR CUSTOMERS INCLUDE

TOSHIBA

DELLEMC

Cuisinart

Dell Financial Services™

okta

IBM

verizon✓

MERZ Pharma

onetrust

ASSURANT

EXPERTLY SKILLED PEOPLE: THE HEART OF OUR CUSTOMER EXPERIENCE SUCCESS

As a **40 year**, leading global business process outsourcing provider, we **invest** in best-in-class contact center facilities, recruiting and training. But our most important investment is in **people**.

> We **recruit** contact agents with excellent communication skills, knowledge, and ability.

> We **employ** hard skills / soft skills training systems that **empower** agents to handle tough challenges while building your brand.

Our 7,000+ CGS multi-language customer experience specialists:

> Have critical **problem-solving** skills, empathy, and tools to support your customers on a variety of products and services.

> Offer expertise across **28+ languages**, multiple timezones, and leading technologies.

INDUSTRY LEADING TECHNOLOGY: THE CX TECH THAT EMPOWERS OUR AGENTS

We implement **Customer Experience (CX) technology** that empowers our agents to focus on your customers with empathy and problem-solving expertise.

With **AR** (augmented reality), **AI** (artificial intelligence) and **RPA** (robotic process automation) technologies, our agents **improve customer experience** results by:

> **Mitigating** miscommunication, human errors, and long wait times.

> **Reducing** repetitive tasks and automating/streamlining routine customer inquiries.

> **Exercising** empathy and listening that improves customer satisfaction.

> **Supporting** key customer service channels — voice, chat, text, email and social media.

BEST-IN-CLASS PROCESS: CGS ONEVOICE PARTNERSHIP MODEL

Our CGS **One Voice** immersion process ensures our agents synchronize with your brand values and company culture to deliver the highest CX standards. Additionally, our custom-assembled **management team** strategizes with and regularly reports to your leadership team to plan and keep performance aligned with goals.

> Our leadership management team **partners** with your team regularly to report KPIs, technology integration, and agent effectiveness. Agent, team, and processes are fully coordinated.

> Provide **global policy consistency**, on-going QA process, brand continuity and cybersecurity with our seasoned team.

> Integrate with your **existing technologies** or we can implement the most appropriate technology for your needs.

CGS agents are all employees of CGS and undergo our training programs — no sub-contractors or 3rd party resources are used in any of our engagements. **CGS leverages** AI platforms for training and to validate technical and soft skills.

To learn more about CGS BPO Solutions, contact Mike D. Mills:

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⚙ Services

Technical Support

Customer Care

Help Desk

Back Office

Finance & Accounting

AR-powered Field & Call Center Support

AI-Powered Appointment Contact Solution

Telesales & Telemarketing

📋 Specialties

Business Dev. & Sales

Claims Processing

Collections

Fraud Detection

POS Support

Marketing & Loyalty Programs

Mobile App & Device Support

ServiceNow Implementation & Support

Security & Identity Implementation (Okta)

Across All Channels

Voice　　Chat　　Text Messaging　　Email　　Social Media

Global Security & Regulatory Certifications

PCI

SOC 2 TYPE 2 · AICPA SOC

ISO 9001:2015

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