



## Solutions for the Corporate Help Desk

Today's corporate teams must effectively leverage a wide range of technology and systems to reach the high levels of productivity required in this challenging business environment. To better compete and succeed, companies are rapidly increasing their reliance on everything from common office productivity tools to proprietary software and systems across the entire scope of operations. As the use of technology expands, so does the requirement for responsive and effective help desk support.

Corporate help desk operations are challenged to maintain the staffing required to deliver effective and efficient end-user technical support. In addition to high staffing costs, the constant change of technology also requires significant recurring training investments to keep help desk staff current with the latest versions and the newest technology. As companies refocus on core business issues, outsourced help desk operations can offer cost-effective solutions.

### PROVEN RESULTS

**9.8% Reduction**  
in average handling time for  
Global PC Technology Leader

**20% Increase**  
in average speed of answer  
for Leading Telecom Company

**28.5% Improvement**  
in help desk response rate  
at Global Consumer Goods  
Retailer

## Custom-Tailored Solutions for the Corporate Help Desk

CGS Contact Centers serve as an extension of your company to provide highly effective solutions to these and other corporate help desk challenges. Our help desk agents have the training and skills needed to help you:

- Reduce Payroll and Overhead Expenses
- Significantly Raise the Quality of Help Desk Service
- Improve Service through Technology
- Maintain an Always-up-to-Date Staff
- Deliver 24/7/365 Support
- Increase your overall efficiency and business capacity

## Results "Beyond the KPIs™"

While key performance indicators effectively measure program performance, they do not necessarily equate to customer satisfaction. CGS goes beyond the KPIs to ensure your total satisfaction by taking the time to learn your business and provide the personal attention you need and deserve. We immerse ourselves in your brand and strive to become a strategic extension of your team. Our managers have the flexibility to address your specific needs and our dedicated agents are capable of delivering superior customer interaction. The end result is a superior business relationship with greater consistency, higher levels of service, and lower costs to you.

If you've been searching for a contact center that goes beyond status-quo KPI requirements, take a close look at CGS. You will find a highly efficient contact center operation that distinguishes itself with individually tailored customer solutions, engaged managers and highly-skilled agents, state-of-the-art facilities, and a commitment to customer service that is unmatched in the industry.

# Custom Solutions Designed to Fit Your Needs

With a wide range of service options, CGS has the ability to reengineer, supplement, or completely manage customer support services for virtually any size company.

## Customer Acquisition



- Telemarketing, Telesales
- Appointment Setting
- Order Capture, Placement and Fulfillment

## Customer Care & Optimization



- Customer Conversion, Activation and 3rd party Verification
- Welcome Calling and On-boarding
- Customer Account Management and Maintenance
- Upsell, Cross-sell and Upgrade
- Loyalty Program Management
- Product/Service Education and Usage Support
- Call Volume Overflow/Off-Hours Support
- Warranty and Recall Management

## Customer Retention & Recovery



- Win-back Campaigns
- Customer Reactivation
- Subscription and Contract Renewals

## CGS Contact Center Solutions: At a Glance

- Global Solutions Provider with Centers in North America and Europe
- 2,500 Customer Service Agents
- Recognized in Customer Care Services
- Tenfold Growth in Past Three Years
- Multi-Channel – phone, fax, email, web, live chat, and SMS
- Multi-Lingual – support provided in 18 languages
- Multi-Shore – offshore, nearshore and combined operations



## Corporate Help Desk

- Corporate IT Support
- Commercial and Proprietary System Support
- Remote Diagnostics/Online Support
- Multi-Level Support Capabilities for Every Need
- Service Level Management

## Technical Support



- Consumer (End-User) Support for Technical Products and Services
- Agent-aided Self Service Support for Technical Support
- On-Site Support Dispatch

## Business Process Outsourcing



- Collections and Accounts Receivables Management
- Back-Office Data Entry
- Order Processing
- Customer Analytics
- Content/Language Translation
- Compliance Monitoring
- Content Monitoring/Auditing
- Sourcing & Procurement (Staffing)