

Loyalty Building Experience  
Performance Management  
Customer Care 24x7

#### Customer Care Reinvented

Is taking care of your existing customer about simply finding the lowest cost provider? Can you afford to lose a customer or lose an opportunity to create loyalty with a customer by just a satisfactory, or even a negative customer experience? At USA800, we don't believe in taking short cuts. We recognize that each contact is an opportunity to build loyalty with a customer even when the customer is upset. How do we elicit customer loyalty? By recruiting and hiring empathetic, customer centric CSRs; empowering them with tools, training, and coaching to continuously improve as well as providing them with an ownership stake in our company. Shared success makes a difference with our customer advocate owners! We Make Every Contact Count by "CLICKING" with our partners' customers by...

- **C**ommunicate Courteously
- **L**isten to Learn
- **I**nitiate Ownership
- **C**reate Connections
- **K**now your Stuff

## Customer Care

Communications  
Solutions

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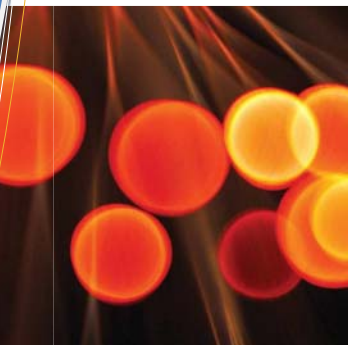


**Making  
Every  
Contact  
Count**



#### USA800 CUSTOMER CARE

- 24X7 LIVE AGENT SERVICES
- DEDICATED SOLUTIONS
- HYBRID STAFFING MODELS
- FIRST CALL RESOLUTION
- INTERACTIVE TRAINING
- SKILLSET ASSESSMENT
- 100% CALL RECORDING
- CHAT AND E-MAIL SUPPORT



## Customer Care Experience

### USA800 CASE STUDY – LEADING ON-LINE EDUCATION COMPANY

USA800 engaged with an on-line education company to perform Tier 1 customer care for both students and professors. By recruiting and hiring empathetic, customer centric CSRs; empowering them with tools, training, and coaching to continuously improve, and providing them with an ownership stake in our company, USA800 was able to significantly improve the company's ROI even with a substantial increase in hourly rates over the previous off-shore solution. Additionally, USA800 demonstrated significant flexibility in staffing for peak seasons by increasing staffing levels by 4x during a two month period. Based on the outstanding performance on their core metrics, USA800 was trusted with many other lines of

business resulting in 400% growth in overall contacts managed from inception. Program highlights:

- Support phone, chat, and e-mail channels through deployment of eGain CRM
- Lowered overall program costs by 23% through efficiencies gained (lowered AHT, improved first call resolution, initiated multiple chats)
- Increased student and professor satisfaction and improved first contact resolution
- eGain email ticketing system use reduced resolution time for all issues to under 24 hours
- Daily trend reporting on both queue traffic and customer issue resolution



## Flexible, low-risk, high-reward solutions for customer care

### USA800 – Customer Contact Center Experts for over 35 Years

USA800, Inc. is a leading provider of customer care solutions, bringing together the core strategic capabilities of contact center, technology, and human capital to enable partners to maximize their marketing ROI. USA800 has now grown to become the largest 100% employee owned Contact Center Company in the nation, a Top 50 Inbound call center as ranked by Customer Interaction Solutions Magazine. We have had a tremendous track record in achieving and exceeding our clients' program goals through dedicated and skilled staff, proven best practices, and investment in technology designed to increase the efficiency and effectiveness of every client engagement.

### 100% Employee Owned – Shared Success

With the wide availability of so many contact center service providers, why choose USA800? First and foremost, we are 100% employee-owned. Even our call center agents own a piece of USA800. It makes a big difference because our customer advocates have a vested interest in our partners' success.

*"USA800 has been instrumental in executing upon our customer care goals. USA800's customer service representatives are different; they care and it shows in their interaction with our customers."*

Executive VP, Leading Catalog/On-line Retailer

### Technology Solutions Deliver Results

USA800 invests in developing technology solutions which enable call center agents and partners to efficiently and effectively service customers.

It is USA800's singular focus to develop real tools and systems for real issues that set USA800 technology initiatives apart. From user friendly, intuitive, script driven unified desktops, to on-line interactive training manuals, USA800 solutions deliver bottom line results for its partners.



- CRM Unified Systems Development (web based)
- Database Integration (web services, XML, SOAP)
- Scripted Up-sell and Cross-sell Modules
- Interactive Voice Response (Speech) / ACD / CTI
- Performance Management Reporting (real time)
- Multichannel Support – Phone – E-mail – Live Chat
- Real Time Web Based Reporting



### TRAINING SOLUTIONS

From interactive training tools, to 100% QA call recordings, to a vigorous focus on performance management, to a steadfast belief that investment in training and coaching is a daily necessity, USA800 call center agents elicit customer loyalty to our partners.



### TECHNOLOGY SOLUTIONS

From state of the art workforce management tools to ensure proper staffing, to web based GUI desktops with real time decision tools to support agents, to interactive training modules designed to coach and teach, USA800 technology tools support performance management and complex customer care initiatives.



### eBUSINESS SOLUTIONS

Generation X is getting older and will soon be a large player in the social services arena. Gen X expects to be able to communicate in different ways. USA800 delivers e-mail, live chat, and web self service models as additional cost-effective communications channels.