



FOR IMMEDIATE RELEASE

**Need tips for improving your customer experience? Visit USA800's new blog
www.contactcenterquips.com**

Kansas City, MO, June 25, 2010 – The growing proliferation of mobile computing and social media is redefining how and who manages your brand. “Word of Mouth” advertising - good or bad - has new meaning in world of social media. In addition to the immediate broadcast over the social media air waves, consider the fact that on a daily basis 64% of millennial are creating and 71% are consuming online content quite possibly about your product. As a result, it is more important than ever to not only provide excellent service, but keep in front of any negative word of mouth. For this reason, USA800 has launched a blog called www.contactcenterquips.com.

This blog, written by USA800's, CEO, Tom Davis and other key USA800 employees, provides valuable tips on improving your customer service experience, regardless of channel (i.e. phone, web, social media site, etc.). Each interaction you have with your customers, particularly providing service, can have a positive (or negative) impact on your brand and the profitability of your organization. For more information, go to www.contactcenterquips.com

About USA800USA800

USA800, Inc. is the largest US based, 100% employee-owned, inbound customer contact center employing 900+ employee owners at its three Midwest based contact center locations. For more than 30 years, USA800 has been providing inbound sales, customer care and technical support functions across a cross section of industries including: Catalog, Consumer Goods, Communications, Financial Services, Government, Healthcare, Insurance, Travel & Leisure, and Not for Profit. USA800 has been named as one of the Top 50 Inbound Call Centers by Customer Interaction Magazine. For more information, contact Tom Davis at tdavis@usa-800.com or go to www.usa800.com.

SUPPORTING RESOURCES:

**To Receive News Releases
via email:**

Tracey Hopper, thopper@ccicrm.com

CONTACT INFORMATION: Tom Davis, CEO, USA800, 816-289-5000, tdavis@usa-800.com

###