

**The Leader in Contact Center Solutions and Customer Relationship Management Services.**

# **CONTACT CENTER SOLUTIONS & TECHNOLOGIES**

## **CLIENT ADDED VALUE**

- Acquire New Business
- Provide Exceptional Customer Service & Support
- Increase Retention
- Enhance Customer Relationships
- Streamline Call Centers and Help Desk Services
- Lead Generation
- Build Awareness
- Reach Untapped Markets
- Lower Overhead Costs



**Back Office Support Systems (B.O.S.S.) contact centers are located thru out the United States. B.O.S.S. agents are fully trained, customer sales-focused and have the drive it takes to increase awareness and your company's bottom line.**

B.O.S.S. specializes in telemarketing & fundraising campaigns, inbound customer care, outbound lead generation, lead verification, client list research, customized applications, payment processing, help desk services and more.

- Increase awareness and share the latest political news or endorsements, sales, or promotions, etc.
- Conduct product surveys, perform market research, learn about consumer attitudes, and suggestions.
- Create stronger marketing messages and campaigns that relate to your audience.
- Increase productivity by promoting new services, reminding people to vote or making collection calls with less overhead.

**Trusted leaders in managing and supporting inbound & outbound contact center campaigns, achieving business communication needs and forging stronger customer and donor relationships across America.**

B.O.S.S. is made up of highly motivated, innovative and creative individuals who are dedicated to quality product diversity, customer satisfaction, and business excellence.



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# CONTACT CENTER SOLUTIONS & TECHNOLOGIES

## SOLUTIONS

### Outbound Services

Telesales

Fundraising

Public Service Announcements

Automated Calling

Automated Surveys

Appointment/Event Notifications

Pre-recorded Automated Messages

Customized Applications

Live Surveys

Lead Generation

Lead Verification

Client List Research

Market Research

Appointment Setting

### Inbound Services

Fundraising Campaigns

Customer Service

Help Desk

## TECHNOLOGIES

Public Service Announcements


Automated Calling

Automated Surveys

Appointment/Event Notifications

Pre-recorded Automated Messages

Customized Applications



B.O.S.S. offers added flexibility for your company to build on core areas of your business by helping you achieve higher operational effectiveness.

Contact centers are located in the United States