



Rapid Response Services

The Connection has extensive experience handling rapid response customer contact center services—and specializes in protecting your brand during consumer product safety, product recall, crisis management, class action, and data breaches. With a string of industry awards for quality and performance, we are trusted by many leading Fortune 500 companies and have the expertise, flexibility, and capacity to handle your brand's critical customer contact issues with the dedication you expect from a recognized industry leader.

The Connection Rapid Response Expertise

Rapid program implementation — meeting immediate issues and ensuring customer satisfaction

Scalability — adding agents quickly and seamlessly as your contact volume increases

100% U.S.-based contact centers — providing the capacity to handle over 100 million calls per year through U.S.-based agents

Multichannel services — reaching customers through voice, live web chat, email response, and interactive voice response (IVR) channels

Flexible scripting — providing quick and easy agent script changes as issues evolve

Workforce optimization — scheduling staff to maximize cost-efficiencies without compromising quality

Advanced technology and technical integration — leveraging skills-based routing to direct calls to the best agents and accessing your internal CRM system in real time

Customized reporting and call monitoring — ensuring quality and performance through on-demand reporting and live or recorded call monitoring

Open 24 hours a day, 365 days a year — handling critical customer contact issues to meet your schedule and needs year-round

Rapid Response Services

Product Recalls

Data Breach Notification

Class Action Settlement Claims

Crisis Management

Service Interruptions

Disaster Relief Communications

Risk Mitigation Services

Product Liability Customer Support

Industries Supported

Consumer Products

Retail

Healthcare

Pharmaceutical

Financial Services

Insurance

Food & Beverage

Government Organizations

Case Study: Product Safety Recall

A leading appliance manufacturer needed an experienced call center to handle a product recall for a defective dishwasher control panel. The client partnered with The Connection to represent their brand and provide an exceptional caller experience—as well as handle over 600,000 calls over three months. We worked hand-in-hand with them to develop agent training materials and scripts as well as customized software to assist agents in locating the three closest repair centers. Over the course of the program The Connection handled over 700,000 calls—100,000 more than forecast—and exceeded the client's expected service/abandonment metrics and quality scores.



Contact us today for a free quote!

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