



TheConnection[®]

Contact Center Services

**Our commitment.
Your success.**

The Connection is dedicated to you and your success and stops at nothing to ensure your contact center outsourcing needs are met. We fit seamlessly into your enterprise and have the capacity, quality, and expertise to handle your evolving business needs. Above all, we are committed to delivering the personal service, the flexibility, and the attention to detail you demand.

Your needs. Our dedication.



Industry Markets >>

Telecom/Wireless/Broadband

Healthcare

Non-Profit

Internet and

TheConnection.

Total Contact Management

We leverage our expertise to deliver a total package of contact center services and technologies—you can rest assured knowing that your contact center partner is representing your brand in the professional way you expect.

Multichannel Services

Whether voice, live web chat, email response, or IVR, The Connection provides the range of contact services you expect from an industry leader. We specialize in sales conversions, customer service, and technical support/help desk services.

Workforce Optimization and Scalability

Our sophisticated call routing system directs calls to agents based on skills and experience as well as traffic demands—we analyze and optimize your staffing cost-efficiencies without compromising quality to ensure maximum agent utilization. The Connection can handle over 100 million calls per year through multiple U.S.-based facilities and can quickly add agents to cover significant increases in your contact volume.

Full Spectrum of Contact Center Services

Inbound and Outbound Teleservices

Customer Service and Customer Care

Troubleshooting—Tier I and Tier II Tech Support

Customer Acquisition and Retention

Sales with Up-selling and Cross-selling

Billing and Payment Support

Overflow and After-hours (open 24/7)

Live Web Chat and Email Response Solutions

Lead Generation, Lead Qualification, and Surveys

Dealer/Store Locator

Appointments and Reservations

Interactive Voice Response (IVR)

Partner with an Award-winning Leader

When you partner with The Connection, you partner with a U.S.-based industry leader with three decades of experience, a string of industry awards for quality and performance, and an approach to business that is dedicated to meeting your needs:

Experienced, Hands-on Management

Our executive team takes an active role in managing your account and analyzing results—with 140 years of combined industry experience, we know how to deliver what you need.

Results-driven Performance

The Connection is driven by results, whether it is maximizing your revenue opportunities or reducing your costs—we work continuously to improve our performance metrics and to optimize your ROI while staying within your budget.

Flexibility and Customization

Whatever your business objectives, The Connection works flexibly and creatively to meet your needs—from customized scripting, agent training, and quality systems to technology integration and reporting.

Complete Transparency

It is vital that you stay connected to your customers, which is why open communication and accountability are key to our approach—visit our call centers, monitor calls live or via recordings, and access your reports online whenever you wish.

and Catalog Retailers

| Rapid Response

| Financial Services

| Pharmaceutical

| Direct Response

Superior Agent Training and Quality Monitoring

The Connection customizes agent training to your specifications and standards. Our proprietary, web-based quality management tool enables us—and you—to continuously track individual calls, trends, and overall agent performance. Confident, well-trained agents are the foundation of a strong, long-term partnership.

Proactive Account Management

Your National Account Manager (NAM) is directly responsible for ensuring peak performance. Your NAM will work proactively with you to maximize efficiencies and see that your contact services keep pace with your evolving needs. Your NAM is your single point of contact and on-site program manager.

State-of-the-art Technology

The Connection IT department has over 130 years of combined technical expertise, and consults with you to provide the creative and customized solutions you need. Our customized dynamic voice and data technology gives you complete redundancy and enhanced security—keeping your business online and your data secure 24/7, 365 days a year.



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