



QCSS Inc.

Quality Customer Service & Sales





Our Culture

QCSS CORE VALUES

Honesty through Integrity

Communication

Accountability

Teamwork

Quality

MISSION

Nurturing relationships

VISION

QCSS embraces communication & innovation to transform human interactions into **powerful** & **passionate** customer experiences



888.229.7046
www.qcssinc.com



Our Team

OUR STAFF

One of the greatest assets at QCSS is our **PEOPLE**. We pride ourselves on hiring qualified individuals fit for their roles at our organization.

Our team has a wide variety of degrees and backgrounds that allows us the opportunity to blend the exact mix of personality and experience needed for our clients' unique **CAMPAIGN NEEDS**.

Our team of professionals has truly been the reason we have experienced our unbelievable growth, and the very reason we are still one of the top call centers in America **20 years later**.

QCSS DEPARTMENTS

QCSS is a full service call center that encompasses a number of different departments that we utilize.

- ◆ Board of Directors
- ◆ Full Executive Management
- ◆ Quality Assurance
- ◆ Client Services
- ◆ Business Development
- ◆ Marketing & Advertising
- ◆ Human Resources
- ◆ Supervisory
- ◆ Data / Reporting Analytics
- ◆ Team Leaders
- ◆ Agent Incentive Specialists

QCSS CO-FOUNDERS



Catherine Karabetsos

President/CEO, Co-Founder

Is an accomplished Executive Officer with full scope of P&L, Finance, HR, and Operations Management experience. She leads all aspects of the company's direction and operations repeatedly attracting top talent while building loyal, high-performance teams.

Karin Hall

Vice President of Sales, Co-Founder

Is an accomplished entrepreneur and call management professional. She leads the company's business development and sales efforts while providing senior level training and mentoring for the management. Under her lead, the company has experienced persistent growth and client satisfaction. She serves as an advocate for the clients, assuring that each campaign meets expectations, while being executed with the highest degree of productivity and efficiency.



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Inbound Services

SERVICES OFFERED:

- › Customer Service
- › Q-PAS (Professional Answering Service)
- › Lead Generation/Qualification
- › Sales (Up-selling & Cross-selling)
- › Database Management
- › Event & Seminar Registrations
- › Market Research Surveys
- › Membership Application Fulfillment
- › Direct Response/Support (TV & Radio Commercials/Infomercials)
- › Help Desk (Troubleshoot Products/Services)

BENEFITS OF INBOUND:



- Turn inbound call into up-sales/cross-sales
- Controlled environment with consistency
- Increased sales & profits
- Maximize efficiencies
- Expand operational hours
- Allows you to focus on core business
- Forecast budgets with fixed costs
- Integrated software to handle simple/complex applications
- Customized services
- Increase customer satisfaction and retention
- State of art technologies with IVR allows QCSS to become seamless extension of your company

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Outbound Services

SERVICES OFFERED:

- › Lead Generation/Qualification
- › Appointment Setting
- › Client Reactivation
- › Tele-selling (Up-selling & Cross-selling)
- › Event & Seminar Registrations
- › Database/List Cleansing (Updating & Maintaining)
- › Satisfaction Surveys
- › Data Entry

BENEFITS OF OUTBOUND:

- ◆ Experience in prospecting, market targets, strategy & execution
Consistent pipeline filling on your behalf
- ◆ Focus key sales staff on closing the sales rather than prospecting
Avoid peaks and valleys in revenues
- ◆ Develop predictable outcomes to sales cycles and forecast
Turn-key solution with entire team for one hourly fee
- ◆ Measurable results with reports to track ROI systematically
Top of the line predictive dialing technology
- ◆ Consulting on marketing strategies that go beyond the call



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Why QCSS



OUR PROCESS

We've been nurturing our client's customers retention in many industries since **1991**. We **drive your sales and revenue** with flexible, cost-effective and industry specific inbound and outbound telemarketing strategies, in a personal and professional process-driven, result-oriented environment.

We **empower** companies to **grow** while we centralize customer service, produce quality leads, appointments and opportunities with *consistency* in branding the customer experience, forecasting and growth.

Our strategic partnering with our clients has resulted in greater **long-term** retention for our clients and **solid sales growth** while *freeing up* our clients' resources.

BEHIND THE SCENES

- ◆ Daily monitoring of agents on all programs with immediate feedback
- ◆ Forecasting for volume analyzed daily, weekly, monthly & by hour
- ◆ Updates & new information for call processing daily to our agents through coaching
- ◆ 'Mystery callers' from our trainers to ensure knowledge and ability to handle difficult situations and resolutions rating calls
- ◆ Agent evaluations on performance & metrics - weekly
- ◆ QA calls to all clients - sharing feedback, findings, and sharing ideas



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Why Outsource

CALL CENTERS: ESSENTIAL TOOL

Over 90% of Fortune 500 companies have outsourced at least one major business function.

Efficiency and productivity **can be negatively affected** when a company working outside the scope of its core competencies - does not fully understand the requirements of a **successful** call center operation.

QCSS provides list procurement consulting as a piece of our process to ensure that we carefully select the leads that give you **optimum results**.

Every lead is passed through a vigorous quality assurance program to ensure you are only receiving **quality leads**.

QCSS STANDARDS

Generate **125% of goal** for leads

1 to 10 **ratio of managers** to agents

Improve your **sales close ratio** by 19%

Shorten the field sales cycles up to 80%

Reduce the **length of business calls** by 20%

Reduce the cost of customer contact by 97%

Reduce the length of B2C customer calls by 40%

Double the industry standard for employee retention

One of the highest standards for **Quality Assurance** seen in the call center industry



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Accomplishments

Call Center Magazine's "**Call Center of the Year**".

Money Magazine's "**Small Business of the Year**".

"These business owners are winners that represent the Illinois business success story."

- Illinois Small Business Awards Summit

"We have seen the future of call centers and outsourcing and it looks a lot like QCSS."

- Call Center Magazine



"They give people incredible one on one service..."

- Chicago Tribune

Chicago Tribune

"Their focus on customer service and talent for generating sales and new business for their clients has given them one of the highest response rates in the industry."

- Women in Business Magazine



*"It is exciting to have a **stream of potential clients** on my calendar! I **highly recommend** that you add the QCSS tele-marketing service to your **on-going marketing efforts.**"*



- Scott Brennan

*"I would **recommend** the QCSS team to any sales organization that wants to have a **quality lead generation** initiative and wants to realize a **good return on investment.**"*

- Adrian Fernandez



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Contact Us

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