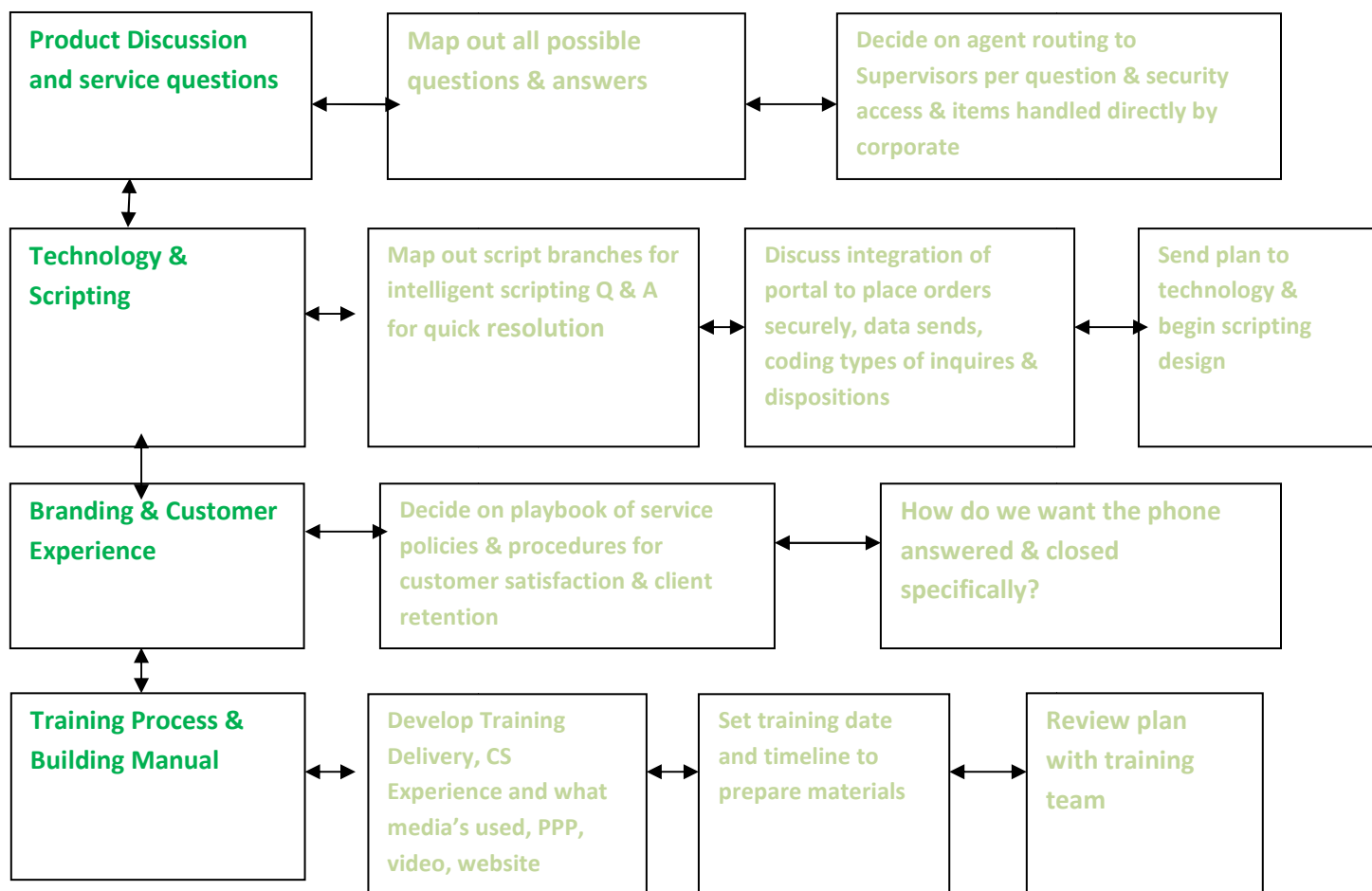




QCSS works with their clients to specifically understand the **customer service experience** from integration of the technologies outline, call process design and forecasting to set up a **dynamic customer service model** for your business.

The first step in working with our clients is to understand the product or service and the types of calls that you will be receiving. We want to be sure that technology can support a streamlined cost effective approach to satisfy the client and gather necessary information to track service issues and selling success.

**Customization Process Model:**



## Forecast, Staffing, Timeline, Testing & Plan Execution to LIVE

