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QCSS Inc.  
275 W Dundee  
Buffalo Grove, IL  
60089

[www.qcssinc.com](http://www.qcssinc.com)  
888.229.7046

## NEWS RELEASE

For more information, contact

Karin Hall, CSO

P: 847-229-7046 | F: 847-229-7047

[khall@qcssinc.com](mailto:khall@qcssinc.com)



**FOR IMMEDIATE RELEASE** September 6, 2011

Buffalo Grove, IL — QCSS, Inc., a Chicago land Call Center, Telemarketing firm and proud member of the ATA and Jobs for America Coalition announces that the Executive Director Jim Kohlenberger (of Jobs for America) will be speaking this year at the ATA Washington Summit. The ATA (American Teleservices Association) is holding a hearing October 9<sup>th</sup> through the 12<sup>th</sup>, where members of the U.S. House of Representatives, the FCC, and the FTC sit down and discuss the latest issues of the customer engagement industry.

There are many hot topics that will be addressed at this summit regarding regulations and guidelines. These meetings are held to provide greater consumer awareness and to increase protection for consumers and call centers alike. Trends regarding items like predictive dialing and online privacy will ultimately shape the way centers like ours operate. It's a QCSS forefront rule-of-thumb to keep our clients safe and prosperous – making sure we stay concurrent with all the regulations is essential.

Other subjects to be covered include PCI/DSS compliance and at-home Agents. PCI regulations will influence how credit card and other sensitive information is taken over the phone and online. As for new rules regarding at-home agents – this will determine what steps QCSS, as a Jobs for America member who is committed to creating 200 jobs within 2 years for, will take the necessary precautions to stay compliant.

The call center industry is vital to our economy – we not only increase movement between businesses locally and nationally, we also generate work opportunities in our facility, the companies we aid and the companies we reach out to. Stay in tune with QCSS and the ATA to hear what types of improvements and challenges will arise from this year's summit.

To learn more about QCSS, please visit [www.qcssinc.com](http://www.qcssinc.com) or call **888.229.7046**

QCSS, Inc. **generates revenue opportunities** for companies who want to **increase** the **efficiency** and **effectiveness** of their sales and marketing efforts. Our team of professionals performs inbound and outbound telemarketing, appointment setting, and other front-line sales activities that companies have traditionally found difficult to measure, manage and staff.

When we combine our **industry experience** with our clients' **aggressive sales targets**, we fill that unmet need called 'execution', and **empower our clients** to achieve **great results**. With QCSS's **proven process**, our clients **maximize** their front-line sales productivity, and ultimately their company's **profitability**.