



Contact Services, L.L.C. is more than just another Call Center! Contact Services has developed a robust set of platforms and client focused tools to ensure the success of every project! Our Call Center is considered a “Boutique” Center that provides High Touch services to our valued clients. With a focus on Quality of every call, Contact Services has consistently provided extensive hands on service for our Clients.

Location: Contact Services is Located in the Grand Rapids Michigan area. The West Michigan region is a unique area that provides a educated talent pool with low costs.

Agent Training: Every Agent passes through a rigorous process to be hired and trained. Agents are selected on their Communication skills and strong work ethic. Once hired our Agents MUST complete a 90 day evaluation that focuses FIRST on the quality of their call and then to the defined metrics of their assigned project.

Proprietary Quality Analysis Platform: Contact Services is proud to provide our CallScoreLive system to our clients that allows them to listen to 100% of their calls. Moreover, this platform is utilized internally for Quality Analysis of ALL Agents.

Reporting: Utilizing our state of the art platforms and CallScoreLive, our clients enjoy both standard and custom reports. These reports are available in Ad Hoc form as well as automatic email distribution in PDF or Microsoft Excel format.

Technology: All Servers and technology are three years old or less! Our platform allows for Inbound/Outbound/Blended calls. Skill based routing as well as DNIS or IVR routing ensures the best qualified Agent takes or makes your calls!

100% Transparency: Contact Services Call Center clients continually enjoy the fact that we are 100% transparent. It is built within the culture of our organization that we maintain a transparency which consistently ensures our focus on quality for the client!