

Capability Statement Live Call Center

Core Competencies

- New York based Live Interactive Call and Email responders
- Customer service and professional communication experience
- Follow-up calls and emails
- Train, Delegate, Supervise, review, access, adjust and improve
- Professionally answer inbound calls based on approved verbatim scripting
- Place outbound calls utilizing approved scripting

Past Performance

- Professionally answer and place live calls
- Utilize verbatim scripts with clear communication
- Record accurate messages
- Schedule appointments, place orders
- Simultaneously research web-online info.
- Conduct and complete surveys

Differentiators

- Focus on details and meeting deadlines
- Open all year round
- Accept major credit cards
- Customize schedule for needs of small business
- Utilize own Staff/Agents
- Help increase sales and business growth

Company Data

Established since 1992, *M/WBE Certified Firm*. Small business located in Brooklyn NY Bedford Stuyvesant area. Operates year round *Tax and Business Center* providing *Clerical and Administrative Support i.e., Key Data Entry, Income Tax Preparation, Resolve Tax Matters, Notary Public, Private Mail Services, Live Interactive Call Center, Training Facility* to recruit, train and hire, helping to stimulate the economy. Member of Community Merchants Association, Brooklyn Chamber of Commerce and host of local charity events. Twelve part-time seasonal employees, three full-time employees, otherwise staffed as needed. Interns and summer youth are used to fulfill assignments annually. Award recipient of numerous honors, citations, woman of courage, and leadership. We're *Committed to Excellence* in an ethical prompt and courteous manner.

Pertinent Codes

- **DUNS#** 940711427
- **CAGE CODE:** 5SMV1
- **Certifications:** *M/WBE NYC, NYS, WOSB, EBE*
- **NAICS:**
561110 – Place & Receive Calls
561421 – Office Admin Service
561499 – All other business support services
- **NIGP:**
91580, 92021, 92024,
96102,



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