



# ENGAGING SOLUTIONS

*we answer to business™*



## CONTACT CENTER CAPABILITY STATEMENT

*"I have used many external sources/agencies to help, but none have compared to the service, professionalism, appearance, and knowledge base of Engaging Solutions."*

- Patrick Fleming  
Account Manager, Express Scripts

### Clients

- Anthem
- BBC Research and Consulting
- Bensinger, DuPoint & Associates (BDA)
- Centene
- Express Scripts
- Indianapolis Housing Agency
- Indiana University Center for Survey Research
- Mental Health America of Indiana
- Morris, Lloyd & Associates (MLA)
- Research Triangle Institute
- State of Indiana

### Certifications

- Minority/Women/Disadvantaged Business Enterprise in Indiana
- Minority/Women Business Enterprise in Georgia, Illinois, Kentucky, Missouri, Virginia, Tennessee
- United States Small Business Administration 8(a)
- Mid-States Minority Supplier Diversity Council (an affiliate of the National Minority Supplier Diversity Council)

### Contact Information

Tim Duffey  
Call Center Director  
(317)452-4835  
tduffey@EngagingSolutions.net  
5920 Castleway West Drive  
Indianapolis, IN 46250  
EngagingSolutions.net

### EXPERTS IN

- Inbound and Outbound (Blended Environment)
- Customer Service
- Telephonic Outreach
- Health Risk and Clinical Assessments
- Community Needs Assessments
- Lifestyle Management Coaching
- Surveys, Public Opinion Polls and Feedback Calling
- Qualitative Research and Data Collection
- Collections
- Help Desk and Technical Support
- Appointment Reminders
- No-contact Letters and Post Cards
- Staff Augmentation
- Outsourcing

### EXCEPTIONAL SERVICE REPRESENTATIVES

Our representatives connect with customers in meaningful ways. They make customers feel wanted and appreciated. ES service representatives strive to provide an exceptional service experience to every customer, in every interaction. ES hires and cultivates individuals with exceptional service attitudes and behaviors. ES service representatives are caring, compassionate, courteous, and professional. They have superior communications skills, and are accurate, effective, and efficient.

#### ES Key Success Factors:

- Intensive New Hire Screening Process
- Extensive New Hire Skill and Behavior Training
- Daily Monitoring And Coaching Sessions
- Servant Leadership Company Culture
- Opportunities for Advancement
- Performance Based Compensation
- Low Agent to Supervisor Ratio
- Comprehensive Benefit Package, including Tuition Reimbursement
- Multilingual Agents
- Scalable Staffing
- 365-24-7 Availability

### STATE OF THE ART TECHNOLOGY AND INFORMATION SECURITY

- Amazon Web Services (AWS)
- Citrix
- Multi-Factor Authentication
- Avaya IP Office Server Edition Phone System and IP Telephones
- Level 3 Communications (Converged Services Voice + Internet and Managed SIP)
- Language Line Solutions (Multilingual Support)
- Encryption
- Network and Systems Security
- System and Application Controls
- Data Destruction
- Access Control
- Information Security Officer

### CONTACT CENTER SOFTWARE

- InContact Cloud-based Call Center Software
  - Automatic Call Distribution (ACD)
  - Interactive Voice Response (IVR)
  - Workforce Management (WFM)
  - 100% Call Recording
  - ECHO Customer Surveys
  - Reporting and Analytics
  - Multi-channel Campaign Execution
- Hosted Auto Dialer Software
- Custom Customer Relationship Management (CRM) and Microsoft Dynamics
- Voxco Survey Software (CATI)

### BUSINESS CONTINUITY

- Compliance Officer
- Resilience (High Availability Computer System, Uninterruptible Power Supplies)
- Recovery (Backups, Provisioning, and Disaster Recovery Plan)
- Contingency (Business Impact Analysis, Incident Response Plan, Service Level Agreements)