

Success Story:

**Elevating
customer contact
to the next level**

eStrategy3 Obtains CosmoCom Certification

Opportunity:

By Erik Laurence, VP Business Development & Global Accounts, CosmoCom - We're pleased to announce that two members of call center consulting firm eStrategy3, Sandra Alexa and Sid Scott, have recently gained their CosmoCom certifications. Congratulations, Sandra & Sid!

Solution:

eStrategy3 believes that having the right strategy and resources to support call center initiatives means the difference between success and failure. eStrategy3 is comprised of call center consultants providing comprehensive call center management and development solutions to help grow a business while freeing up its internal resources. With its understanding of both in-house call center and outsourced operations, as well as the CCOD model, eStrategy3 can design, implement and manage the best possible call center strategy for every situation. eStrategy3 offers many ways to enhance the productivity and profitability of customer contact efforts including: Call Center Consulting Call Center Assessment Project Management Call Center Outsourcing Data Management .

Results:

Since its target market includes many companies that have small to medium sized internal sales and customer service call centers, eStrategy3 understands the value proposition that a CosmoCom-based service provider offers -- an attractive alternative to building or buying costly and complex call handling and CRM solutions. The CCOD approach offers call centers of all shapes and sizes the opportunity to leverage superior call handling capabilities without requiring a huge capital investment or dedicated IT infrastructure to run the platform. CCOD can be implemented quickly, especially with a knowledgeable support partner like eStrategy3, and its flexibility, ease of use, and customizable features make it relevant for a wide variety call center applications.