



# Customer Care Center Solutions

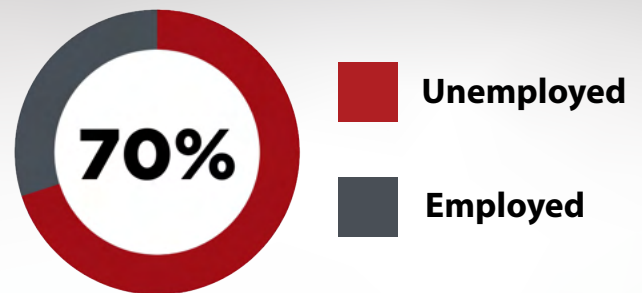
## Capabilities

**A Local Alternative:** Don't regret leaving your customers in the hands of underpaid agents halfway across the globe. Work with Beyond Vision, where we pay competitive wages and have great customer service. Beyond Vision is a diverse, but local contact center located in the heart of Milwaukee Wisconsin.

**Low Turnover:** Turnover is a serious problem in most contact centers, however Beyond Vision's turnover rate is consistently in the single digits. This results in a skilled team that only gets better, along with happy customers who frequently report they are in good hands as soon as we answer their calls.

**Quality & Service:** We tailor services to your exact business needs, offering a scalable workforce, flexible pricing structures and extensive training to ensure our agents are a seamless extension of your organization.

Help reduce the 70% unemployment rate among people who are blind





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## Incoming Call Services

Customer Service  
Order Processing & Fulfillment  
Information Hotline Services  
Answering Services  
Help Desk Services

## Outgoing Call Services

Post Sale Customer Service  
List and Database Development  
Database Verification  
Product Marketing  
Surveys and More...

## Whether it be manufacturing services or government, this is what are customers say about us

"Flexible, responsive, can do culture and very quick turnaround with customers and feedback"

"Proven ability to spin up quickly and assimilate new directions quickly"

"Professional and friendly agents, quality of written feedback, ease of collaboration, and flexible/accommodating"

"Live agents instead of confusing IVR. Added triage ability so only high-level questions went to election staff"



Beyond Vision 5316 W. State Street  
Milwaukee, WI 53208  
[www.BeyondVision.com](http://www.BeyondVision.com)

Give us a call to see how we can help you:



**Sarah Heesen: 414-778-5800**



**[Sheesen@beyondvision.com](mailto:Sheesen@beyondvision.com)**

Enriching the lives of Americans who are blind... through the dignity of work valued by customers and the community.