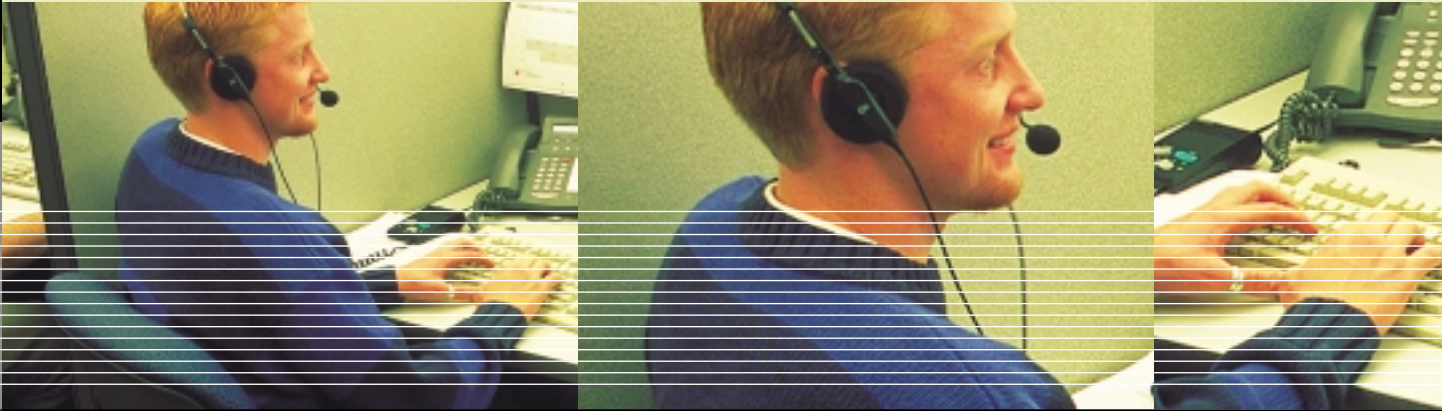


CUSTOMER CARE



AND MAXIMIZING YOUR RELATIONSHIPS

## GROWING YOUR BUSINESS ONE INTERACTION AT A TIME

So, what business are you in? Financial services, communications, e-commerce or technology? Perhaps you're in the competitive cable and satellite industry or one of the newest players in the dynamic world of wireless IP. Regardless of what industry you're in, when it gets down to basics, you're in the same business as thousands of companies around the globe. That's the business of serving your customers.

And that's where Convergys can help. Our proven customer care expertise can turn every interaction into an opportunity to better serve your customers and grow your business. For more than a decade, Convergys' customer care programs have helped leading corporations worldwide leverage and strengthen their customer relationships for greater market share and greater revenues.

### ENHANCED CUSTOMER SATISFACTION FOR A BETTER BOTTOM LINE

Faster, more meaningful responses result in happier, more satisfied customers. Convergys' customer care programs give your customers the freedom to choose their preferred method of

communicating with you, whether it's via a live agent, e-mail or Web self-care. Additionally, our multi-channel contact centers enable you to leverage valuable customer data across all elements of the customer lifecycle to improve customer loyalty and retention. More satisfied customers, maintained with efficient and effective customer care programs, help reduce your IT and operational risks, leaving you more time to focus on your core business. And, satisfied customers spend more money. This top line revenue coupled with better cost management makes Convergys' customer care programs an unbeatable combination.

Flexible implementation options allow our customer care programs to be adapted to your unique business needs. For example, applying specific profiling and routing techniques enables you to focus on the retention of high-value customers as well as handle routine interactions more cost-effectively. Or if your needs are more complex, improved segmentation gives you the option of executing focused marketing tactics, like inbound/outbound programs and up-sell/cross-sell efforts, all with the goal of improving your bottom line.



Convergys delivers the unparalleled customer care and front-office support that you and your customers expect.

## THE RIGHT MIX—PEOPLE, PROCESS AND TECHNOLOGY

Effective customer care means more than knowing how to answer your customers' questions. It's anticipating their needs, offering 24x7 support, and establishing a multitude of ways for you and your customers to communicate. Convergys has the right mix of people, quality-control processes and forward-thinking technology to deliver the unparalleled customer care and front-office support that you and your customers expect.

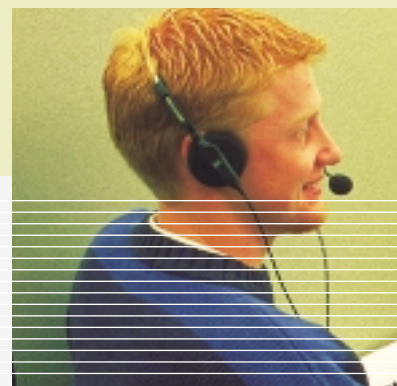
**Trained Representatives**—At the core of excellent customer care are Convergys' more than 25,000, fully-trained, dedicated customer service representatives (CSRs) in more than 50 contact centers worldwide who speak the language of your business. Our sophisticated training programs and a strong in-house IT staff ensure that we deliver world-class customer care that results in increased customer satisfaction through every CSR/customer interaction. In fact, our superior human resource orientation results in our CSRs performing up to one-and-a-half times more efficiently than in-house representatives.

**Process**—Convergys manages industry-leading operational programs and processes for over 300 clients each day. Our size and scale allow us to handle fast, significant growth and our quality control programs help monitor and measure success within each customer care program. Convergys' procedural effectiveness helps our contact centers to operate at up to two thirds the cost of comparable in-house programs.

**Forward-Thinking Technology**—To arm you with robust tools for serving your customers, Convergys offers the latest in integrated contact center technologies, such as—click to chat, Web self-care, VoIP, IVR, intelligent routing and multi-channel integration. And, because Convergys is continually investing in research and development, you have access to the latest technologies without assuming the associated costs and risks.

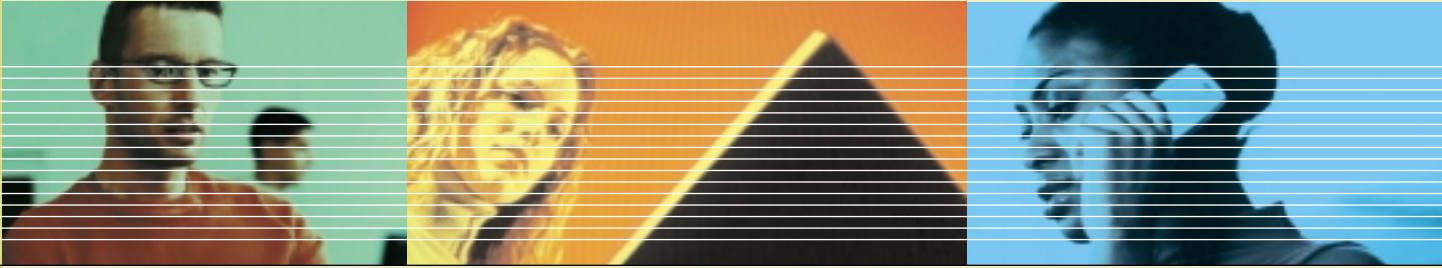
Among our flexible, business-critical customer care offerings are:

- Acquisition Programs
- Inbound/Outbound Sales Programs
- Up-Sell & Cross-Sell Programs
- Retention Programs
- Campaign Management
- Technical Support Services





EVERY DAY, CONVERGYS CONTACT CENTERS HANDLE MORE THAN A MILLION CUSTOMER INTERACTIONS FOR SOME OF THE BEST-KNOWN NAMES IN BUSINESS.



### SUPPORTING YOUR TECHNICAL NEEDS

Through comprehensive Technical Support Services, Convergys can provide the high-quality, specialized support programs you need to meet the unique demands, questions and issues involved with launching new products or services. We can manage needs such as connectivity and e-mail service issues, installation questions or outage problems. We can help you to better understand your primary technical issues for proactive resolution and issue reduction.

Our technical support program elements, combined with accurate customer histories and profiles across multiple interactions, enable you to address your customers' needs with speed, accuracy and efficiency.

### THE COMBINED VALUE OF BILLING AND CUSTOMER CARE SERVICES MAXIMIZE CUSTOMER RELATIONSHIPS

Customer care is certainly an integral part of maintaining excellent customer relationships. But it's not the only part. Billing solutions are a critical component of the customer care equation as well. Convergys offers leading world-class billing solutions for some of the best-known names in business.

In today's competitive marketplace, improving your billing processes can result in significant operational savings. Whether you need to bill customers for single or bundled services, we help you respond to your customers' needs efficiently. Our billing solutions provide a proven, comprehensive and scalable approach to billing which translates into the delivery of timely, accurate and flexible invoices to your customers.

The sum of Convergys' billing and customer care solutions is a powerful combination of front-office and back-office support—including a single, view of the customer and a single voice for your operation. Contact us today to learn more.



## MARKET PRESENCE

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[www.convergys.com](http://www.convergys.com)



The only thing that should come  
between you and your customers.<sup>SM</sup>

FOR INFORMATION ON OUR PRODUCTS AND SERVICES, PLEASE CALL:

1 800 344 3000 1 513 458 1300 +44 191 555 7800

### CONVERGYS CORPORATE HEADQUARTERS

201 East Fourth Street Cincinnati, OH 45202

Tel: 513 723-7000 Fax: 421 8624 e-mail: [marketing@convergys.com](mailto:marketing@convergys.com)

### CONVERGYS EUROPE, MIDDLE EAST & AFRICA HEADQUARTERS

Cambourne Business Park Cambourne Cambridge CB3 6DN UK

Tel: 01223 705000 Fax: 01223 705001 e-mail: [europa@convergys.com](mailto:europa@convergys.com)

Convergys provides billing  
and customer care  
services, bringing together  
world-class resources  
and expertise to help clients  
transform customer  
relationships into a  
competitive advantage.