



APPLICATIONS

LEARNING

OUTSOURCING

SUPPORTS TECHNOLOGY

While rapid changes in technology make it possible to have remote workspaces and collaboration across the globe, it can also bring new learning curves to the enterprise-wide procedures that affect your business. Supporting some of the leading technology companies in the world for more than three decades, CGS helps reduce costs, improve performance and scale initiatives with comprehensive Enterprise BPO and Learning solutions.

CGS solves nearly 50 million help desk inquiries annually with 80% or better first-call resolution rate, meaning fewer calls get passed to our clients. And the better trained your employees are on product alignment, customer support, leadership and soft skills and sales methodology, the more successful they will be at driving revenue.



WHAT WE DO



TECHNICAL SUPPORT



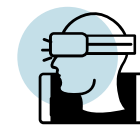
LOYALTY PROGRAMS



OMNICHANNEL SUPPORT



CUSTOMER SERVICE



AR TRAINING / REMOTE GUIDANCE



MOBILE LEARNING



BUSINESS INTELLIGENCE



BACK OFFICE



END-TO-END SUPPLY CHAIN MGMT.



DESKLESS WORKER LEARNING



CULTURE, DIVERSITY & LEADERSHIP TRAINING



2016 -2019 Market Guide
Key Customer Mgmt.
BPO Service Providers

2017 CRM Vendor Guide
"Major Provider" Business
Process Outsourcing"

"2016 Midsize Provider"
for Customer Mgmt. BPO
Services in Competitive
Landscape

50+
MILLION
CALL CENTER
CUSTOMER
INTERACTIONS
ANNUALLY

Telemarketing &
Telesales Success:

REVENUE
UP 400%
WITHIN 3 YEARS

for a CLOUD DATA
PROTECTION COMPANY

96% FIRST-TIME
FIX RATE FOR LEADING
MULTINATIONAL
TECHNOLOGY
COMPANY



CGS ranks in TOP 14
Worldwide Contact Center
Vendors

IDC MarketScape Worldwide
Customer Care BPO Services
Vendor Assessment



Chilean Contact Center
Outsourcing Services Company
of the Year Award 2016

CGS in 2015 Europe Contact
Center Outsourcing Buyer's
Guide

500K+

Delivered 500,000+ virtual
labs & designed 200+
certified exams

30% YoY

Generate average 30% YoY
Channel sales increases

10K+

Manage over 10,000
business partners

20+ LANGUAGES SUPPORTED



ENGLISH



FRENCH



GERMAN



HUNGARIAN



ITALIAN



MAPUDUNGÚN
(CHILEAN)



ROMANIAN



SPANISH

INDUSTRY AWARDS AND CERTIFICATIONS



Visit www.cgsinc.com or contact us at info@cgsinc.com or +1 (212)-408-3800

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