



Results Driven Performance to Maximize Revenue while Reducing Cost



**(630) 884-3053**

KG and Comp assists clients through a broad range of multichannel touch points to deliver enhanced customer satisfaction.

## Our services and features



- Customized VoIP Services (Voice over Internet Protocol)
- Data and IT (Information Technology) Solutions
- Social Media Integration
- Inbound calls
- Outbound follow-up calls
- E-mail response support
- Interactive voice response (IVR)



- Quality Assurance monitoring
- Quality Assurance live monitoring with training feedback
- Chargeback Recovery / Chargeback Management
- Specialize in BBB / BCA / Attorney General complaint resolutions



- Up-sell capabilities
- Retention initiatives / first call resolutions / Our Goal always R.O.I.
- Customized agent training and performance management
- Liaison between affiliate marketing teams showing trends on marketing efforts

**Our mission each day is driving regulations and results over and above.**

KG and Comp, Inc. | 799 Roosevelt Rd. Bldg 4 Ste 002 | Glenn Ellyn, IL 60137

o: 630-884-3053 f: 630-884-3056 e: [info@kgandcomp.com](mailto:info@kgandcomp.com) w: <http://www.kgandcomp.com/>



Results Driven Performance to Maximize Revenue while Reducing Cost

# PERSONABLE

**Proactive with a compassionate customer service approach**

We handle the customer with respect, to ensure the most personable and valuable experience. We listen to the customer first and then we use proper escalation of management intervention tools.

Professional, well trained agents are the foundation of our strong partnerships, as agent performance is tracked to your specifications and standards.

# POWERFUL

**We can route by agent skill set, experience, and traffic demands**

Our sophisticated call routing system can handle and route calls to any specification. Our customized Dedicated PTP (Point-to-Point) voice and data technology with failover protection will give you complete redundancy and enhanced security – keeping your business online and your data secure 24/7, 365 days a year.

# VALUABLE

**Your bottom line is our top priority!**

We constantly look at the call volume, to optimize the staffing needs to keep your cost-per-minute, your average talk time, and your average hold times to perfection and affordability, but most importantly to be in compliance with standards set. ALL without any compromise on quality.

We are total quality management! We are able to monitor calls, complete monitoring forms, provide feedback and analyze results.

We offer extensive reporting that encompasses all aspect of your program.

**Our mission each day is driving regulations and results over and above.**

**KG and Comp, Inc. | 799 Roosevelt Rd. Bldg 4 Ste 002 | Glenn Ellyn, IL 60137**

**o: 630-884-3053 f: 630-884-3056 e: [info@kgandcomp.com](mailto:info@kgandcomp.com) w: <http://www.kgandcomp.com/>**