



CONTACT CENTER SERVICES & EXPERIENCE

Staffed with trained and experienced personnel to handle the project at hand, responsiveness and accuracy are our top priorities. Whether in response to a data breach, part of a class action, mass tort settlement, financial restructuring event, or when GCG is serving as a client's customer service arm, our 24/7 customer service support provides a positive experience and convenient solution.

YOUR COMMUNICATION SOLUTION

Our customizable automated and live response options via toll-free numbers, ensure claimants and interested parties have access to the most accurate and current information at all times.

- Interactive Voice Response ("IVR") platform - callers can interact with an automated system
- Voice Response Unit ("VRU") - provides information via a recorded message
- Case specific Customer Service Representatives ("CSRs") - multilingual operators work from approved scripts developed with input from the client
- Customer service in more than 65 languages
- Interpretation and translation services in 200 languages
- Toll-free numbers in numerous countries

ACCESSIBILITY AND ACCOUNTABILITY

We do not outsource our work. You will deal directly with GCG throughout your program. Our CSRs are:

- U.S. based
- Experienced with 3-4 years of service (industry standard is 1 year)
- Trained on best practices for maintaining a database of caller interactions
- Monitored and evaluated for quality assurance several times per week
- Hired, trained, and supervised by experienced managers

GCG'S CONTACT CENTER CAN HANDLE IT

More than 33 million calls. One million notice and message requests. More than 500,000 callbacks conducted. Regardless of the incoming call option(s) you choose, GCG is ready:

- Capacity to handle over 1,000 concurrent calls
- Resources to staff over 1,000 CSRs
- More than 80% of incoming calls handled in 20 seconds or less - exceeding the industry standard
- Call recording technology (including screen capture)
- 4,000 IVR system ports guarantee reliability for claimant communication
- Disaster preparedness precautions ensure calls are forwarded to our Lake Success office in an emergency

CASE STUDY: GULF COAST CLAIMS FACILITY

Challenge: Responding to one of the largest and most historic oil spills to date, this settlement provided individuals and business owners the opportunity to file a claim for costs and damages incurred as a result of the Deepwater Horizon oil spill. The size and scope of the program were unprecedented.

Resolution: In an expedited process to provide 24/7 live operator coverage for this program, GCG expanded the Dublin, Ohio, Contact Center facility to add 600 workstations equipped with phones, computers/monitors, and other essential equipment. Simultaneously, we expanded our Atlanta, Georgia, facility to create an additional 150 workstations. In limited time, GCG on-boarded, trained and developed over 1,500 Contact Center professionals. Foreign language requirements added to the complexity of the on-boarding process, in which GCG vetted and certified Spanish, Vietnamese, and Khmer CSRs, among others. Due to our herculean efforts, GCG handled over 7.2 million calls to our IVR system and approximately 4 million live operator calls.

Partner with Performance® with GCG – Call us today to discuss your legal administration needs.