

Our recent partnership with AnswerNet, a Telephone Answering Service giant, has created a more powerful portfolio of B2B and B2C BPO offerings. The combined power of our companies exceeds all prior capabilities, and provides a highly comprehensive suite of client-focused solutions, including:

There's a reason why industry leaders trust us to fulfill their call center needs.

We provide high-quality customized solutions that are cost-effective, scalable & innovative.

Business is anything but usual today. So rethink how to achieve your sales & service goals.

We'll help you get there.

Julie Kramme
Vice President of Sales
516-656-5117
julie@qualitycontactsolutions.com

[Schedule a Meeting](#)

Our Certifications

HITECH
Health Information Technology
for Economic & Clinical Health Act



PACE
Professional Association
For Customer Engagement
Customer Focused. Contact Center Driven.



HIPAA COMPLIANT



Outbound & Inbound Telemarketing

Increase sales and satisfaction while decreasing overhead costs

- Lead Generation
- Lead Qualification
- Reengage Lost Customers
- Telemarketing Sales
- Appointment Setting
- Upselling & Cross-selling
- Event Registration
- Customer Satisfaction Surveys
- Customer Retention Programs



Customer Service & Support

We can be an extension of your brand's voice, giving your customers best in class service, just as your own team would

- Order Processing
- Returns/Exchanges
- General Product Inquiries
- Resolving Complaints
- Resolving Billing Concerns
- Processing Payments



Help Desk

We'll provide excellent customer care and technical support 24/7

- **Tier 1** Log technical issue, create ticket, route call to contact
- **Tier 2** Solve basic technical issues or escalate appropriately
- **Tier 3** Dedicated team answers all issues & offers solutions



Virtual Receptionist

Experienced, friendly agents triage and direct calls, transferring calls to any line you choose, or to voicemail

- 24/7/365 live agent call handling
- Multiple Delivery Options
- Multi-Language Options
- Toll-Free Numbers
- Appointment Scheduling
- Schedule Management
- Paging/Dispatching Calls
- PCI Level 1 & HIPAA Compliant



B2C Messages

Communicate with your customers the way they prefer. Including one-on-one or mass communication messaging.

- Text Messages
- Social Media
- Chat
- Email