



SUPPORTS TELECOM

APPLICATIONS

LEARNING

OUTSOURCING

In the telecommunications industry, the ability to hire, retain and onboard the best customer-facing talent quickly is essential for driving ROI and competitiveness. CGS delivers award-winning BPO and custom learning and development solutions.

We understand challenges faced by telecommunications companies; by working with some of the biggest names in the industry. It is from this perspective that CGS increases customer satisfaction, increases customer and employee retention and meets core business operations KPIs.

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



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



20+ LANGUAGES SUPPORTED



ENGLISH



FRENCH



GERMAN



HUNGARIAN



ITALIAN



MAPUDUNGÚN (CHILEAN)

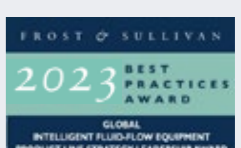


ROMANIAN



SPANISH

INDUSTRY AWARDS AND CERTIFICATIONS



FEATURED CUSTOMERS

