

Cyber City Teleservices

A bureau – scalable call centre solutions – pay per minute instead of for dedicated agents

Call Centre Bureau Services

Cyber City has significant advantages over other offshore call centres in terms of our management, our focus, our expertise, our infrastructure and our location. This document highlights those differences and shares real life case studies from our many satisfied clients. Cyber City is the only highly scaleable offshore call centre bureau servicing the UK/USA/Spain & Latin American marketplaces.

For more information, call Rob O'Malley on 01608 679092 or email romalley@cctl.co.uk

Our Unique Bureau Offering

- THE BUREAU (it's a shared resource) – Cyber City are the leading operator of a bureau environment or shared resource for call centre agents. Our agents handle millions of calls every year for nearly 100 different clients across a broad spectrum of industry sectors. As the largest offshore bureau, our clients don't have to pay for agents to be sat round waiting for calls but when call volumes spike.
- Our abandon rates are under 2% - which is unheard of in the bureau sector where call volumes can spike dramatically
- Some clients use us for overflow ensuring that their in-house call centre is very efficient and they also meet their service levels.
- We can also help in disaster recovery if one of your other facilities goes down.
- We can help companies who need to do product recalls at very fast notice periods.
- Charities can use our services in case of emergency appeals.
- We are the offshore leader in the DRTV marketplace and because we're big in this field, we can handle call volumes regardless of how much they fluctuate
- We handle 40 different catalogues and assist many of them to handle seasonal peaks.
- We can set up campaigns quickly and professionally with our domestic set up teams
- We are the first Philippines call centre to have ISO 17799 (*Data Security/Information Management*) certification and compliance.
- In 2005 CCT became the first Philippines operation to obtain ISO 27001 certification; the European data security standard.
- In 2007, we also secured our VISA PCI (Personal Cardholder Information) certification.
- All in all, if you want a bureau service which is cost effective, flexible, highly resourceful and secure, then look no further.

Cyber City Teleservices

“Almost all offshore call centres of our size have grown by acquisition. We have grown based purely on the success of the work we do for our clients. We may now be bigger but we still possess that entrepreneurial spirit based on the passion of our owners who still manage the business.”

The CCT Philippines Advantage

A Unique Offshore Business Model

Most Offshore Call Centres

- Operate from metropolitan Manila (*over 90% of Philippines contact centres*)
- Limited number of reference clients
- Staff minimal (1-2, if any) US/British expatriates to manage accounts on-site
- Yield telecom services (to support clients) via public carriers (shared networks)
- Serve a broad cross-section of verticals (i.e. catch-all support)
- Maintain only a sales presence in the UK with minimal account management support for offshore services (in the UK)
- View recruitment and training as a customer-driven activity
- Company owners have no input into the success of the service you receive.

Cyber City Teleservices

- Large Number of reference clients
- Staffs a team of US and British expatriates to manage our operations, training and accounts on-site
- Manage telecom services through CCT's private FCC 214 company *Leading Edge Broadband Services*. (private network for primary services)
- Since 2000, CCT has maintained a strong service focus on the retail, direct marketing, consumer and business services verticals
- Supports its clients **offshore and domestically** with executive and account management resources in The UK, California and New Jersey
- Considers its recruitment and training process as a core value proposition
- Privately owned company where the business owners have direct input into the quality of the operations

Why CCT?

- ✓ Our Demonstrated Client Experience
- ✓ Our Strategic Offshore Locations (*not located in typical offshore “cluster” cities which, are burdened with many outsourced centres*)
- ✓ Our Strong Team of **Proven** US and British Call centre Management, based **Domestically & Offshore**
- ✓ Our Partnership Approach
- ✓ Our Training and Account Management Philosophy
- ✓ Our Unique Telecommunications Infrastructure
- ✓ Our Proven Implementation Discipline

Our Strong Management Team

- Based on-site offshore and, domestically for ongoing client support.
- Fully-staffed overlay support organization in the USA (*Hackensack, NJ & Carlsbad, CA*) for implementation, scripting, training, technology and account support with a smaller remote team in The UK
- Our expatriate call centre and operations leadership in the Philippines & Columbia “each” have in excess of 10 years of experience in managing call centre operations in the US and/or UK.

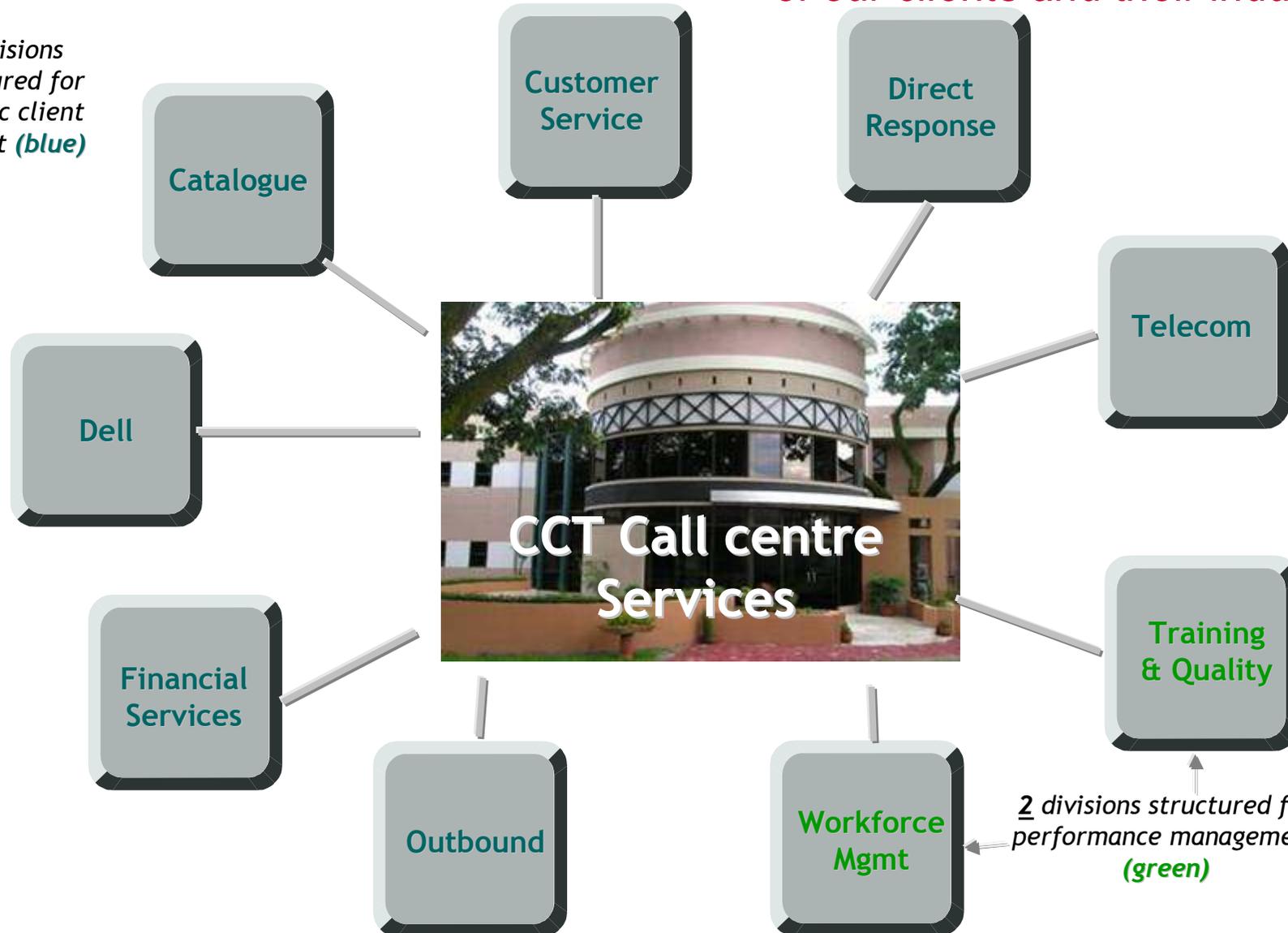
Our Partnership Approach

- Full-Disclosure Reporting and Management.
 - ✓ *Online real-time reporting*
 - ✓ *Daily/Weekly/Monthly/Quarterly Account Review Sessions*
- Service Level Agreements.
- Not averse to the establishment of performance incentives and penalties.
- Customised reporting to address the specific needs of our clients.
- Open-door policy for clients to our centres.
- All clients can engage in remote monitoring with any of their programs.
- Frequent calibration sessions/meetings.

A Strategic Focus on Service Delivery

A delivery structure designed to address the unique needs of our clients and their industries

7 divisions structured for Specific client support (blue)



Cyber City Teleservices

A Company Overview

Customer Testimonials

“One of our best performing offshore sales centres. Great management, great people, great partner.”

Sr. Global Sales Manger
Dell, Inc.

Client since 2004, *Over 200 agents supporting multiple programs for Dell products*

“A very impressive organization with a focused discipline on SLA execution and account management. Excellent training process, good follow-up and a real pleasure to work with. We are not the easiest of companies to support yet, CCT has made it work well. We are quite pleased with the decision we made to partner with CCT”

Sr. Director, eCommerce
MTV Networks

Client since 2005, *Over 80 agents supporting MTV, VH1, CMT, BET and Comedy Central*

“The quality of support we receive is excellent. In addition, the skillset and accent neutral voice quality of the agents has proven to be an asset to our service delivery through CCT”

Director, Call centre Support
Ironwood Communications

Client since 2005, *over 200,000 inbound calls handled monthly*

Customer Testimonials

“We went to CCT because of the cost competitiveness of the Philippines and the language skills. We have stayed for over 3 years because of the QUALITY. I would put CCT up against any vendor world-wide. We have built our competitive advantage around their organization.”

Vice President

Vital Basics, Inc.

Client since 2002, over 100,000 calls handled monthly

“CCT has an excellent program from start to finish in the recruitment, training, placement and ongoing training for their agents. From the school to the bakery, all is quite impressive, and it shows on the performance of the agents”

VP, International Call centre Services

Vartec Telecommunications

Client since 2002, over 150 agents support this client

“A week ago, we went live with CCT. I had a client in the start-up process and I was impressed with how CCT was handling it. The forecast I had provided indicated a ramp-up from 13 calls the first day to about 100 on Saturday to 400 on Monday and Tuesday. Instead, my client received 65 calls the first day, was up to over 800 on Saturday, 900 Sunday and almost 1,400 Monday. The result? CCT had 4.3% abandons for the five "live" days last week, and for the first two this week (on 2,700 total calls), they are running a 1.4% abandon and a 90% service level. With call volume about three times the forecast.

I think this organization is great! And I know they could do a great job for other direct marketing clients particularly those with big fall ramp-ups. Why not give them a try? They will impress you as much as they are impressing my clients and I”

Managing Director

Network Direct, Inc.

Client since 2006, currently supporting multiple direct marketing programs for NDI clients

(Submitted one week after initial account launch)

Kärcher

Inbound Customer Service & Technical Support

- Launched August 2003.
- CCT provides inbound technical and customer support for Kärcher's entire suite of products sold throughout North America (US & Canadian customers) in a variety of retail outlets namely; Costco, Lowes, Wal-Mart, TrueValue, Sears and several other leading retailers.
- CCT's technical support for this client comprises assisting Kärcher's clients in operational instruction and troubleshooting for all Kärcher products.
 - CCT maintains a lab of current Kärcher products onsite for our agents to interface with during these calls.
- During Kärcher's peak period (May-August), CCT handles in excess of 80,000 technical support calls per month. This is coupled with a notable number of general customer service inquires as well.
- Kärcher also takes advantage of CCT's back office services whereby we handle the processing of their product registration cards which are mailed in from customers who recently acquired their product.
 - We do this via our high-speed scanning operation in the US and send images to our Philippines centre where agents fulfill the cards by data entry into the client's customer information system.
- In August 2006 we celebrated our 3 year anniversary with this client and in October of 2006, Kärcher provided CCT with a letter of recommendation (see actual letter in this slide) in response to their satisfaction.



Alfred Kärcher
2825 Breckinridge Blvd.
Suite 120
Duluth, GA 30096
Phone Number: 678-935-4565
Confidential Fax: 678-935-4550

October 10, 2006

RE: Cyber City Teleservices

Dear Sir/Madam:

I am pleased to write this letter of recommendation in connection with the services provided by Cyber City Teleservices (CCT).

Kärcher Inc. is a world wide manufacturer of cleaning products. Approximately 3 years ago Kärcher USA decided to outsource part of their call center program. Since cleaning products tend to be technically involved, we were very careful in choosing who would handle part of our customer service program. After researching many different outsourced call centers throughout the world, CCT was above and beyond the best fit for Kärcher USA. We are very pleased with the level of service and attention CCT offers our company.

CCT plays a vital role in our 1st and 2nd level customer support. Their dedication is incomparable and their willingness to do whatever it takes shows with every customer they handle. The passion and desire shown by the entire staff to make sure things get done properly have been more than an exemplary. CCT takes the time and efforts to fully understand the products, process and procedures to ensure everything is running smoothly. Most importantly CCT has an excellent program for training their agents. They are always conducting ongoing training seminars to continually improve their performance. Through the years CCT has become a strategic business partner.

I truly recommend CCT to be considered as an addition to your customer service program. They undoubtedly have the functions and capabilities to add value to your program. Please feel free to give me a call at 678-935-4579 if you have any questions. Due to travels, if I am out of the office please leave a message and I will return your call.

Kind regards,

Chris Crumlich
Manager of Customer Development
Alfred Kärcher Inc.

MTV Networks (A Viacom Company)



Inbound Customer Service & Direct Response Support

- Launched October 2005.
- Currently 42 tech support agents are dedicated on the account. Also, a shared group of 170 agents support MTV's direct response sales from MTV channels (MTV, BET, VH1, Comedy Central & CMT)
- CCT's technical support for this client comprises assisting MTV's online digital music subscription platform called URGE.
- Core tech support types handled are:
 - Assisting customers in configuring PC's to download/play music from site.
 - Walking customers through the process of downloading, storing and transferring music to a variety of MP3 devices. (CCT maintains an onsite lab of various MP3 devices supplied by the client for this purpose).
 - New account setups, upgrades and general account management/maintenance.
 - Password resets
 - Troubleshooting error messages



Selected
CSR
Support
Tool
Screenshots

Ironwood Communications

Inbound Customer Service

- Launched June 2005.
- Currently over 200 dedicated customer support agents on the account. *Over 250,000 inbound calls handled monthly.*
- Ironwood is the nation's largest HSP (home service provider) installer of DIRECTV systems. *DIRECTV outsources all installs to 3rd party vendors.*
- CCT supports IW's team of over 3,000 field installers nationwide with the provisioning of installs and customer support.
- Core support calls handled are:
 - Closing open work orders from field technicians.
 - Provisioning new accounts with DIRECTV.
 - Communicating daily via outbound calls to the regional offices to remedy open orders or install issues.
 - Re-routing, scheduling and confirming field technicians' appointments for the day.



Nextweb Media *Inbound Customer Service*

- Launched February 2004.
- CCT provides inbound customer support for Nextweb's suite of online direct response telecom and LEC-billed subscription products some of which include: *Orbit Telecom, Email Discount Network, Intelicom Messaging and Lipovex*
- Core customer support types handled are:
 - Assisting clients in retrieving voicemail messages and setting their voice mail accounts.
 - Assisting clients in accessing their email accounts.
 - New account setups and general account management/maintenance.
 - Password resets.
 - Assisting prospective customers with general product and benefit information.
 - Troubleshooting error messages.



A Top 5 US Bank

(confidentially precludes us from disclosing name openly)
Inbound Customer Service & Sales Support

- Launched October 2005.
- Over 400 dedicated staff on this account inclusive of agents, Q&A staff and account management team.
- For this San Francisco based Bank, CCT provides inbound support for a variety of Bank product lines, conventional & affinity cards and credit products.
- Due to the high volume of call traffic produced by the Bank, CCT is one of multiple outsourced vendors supporting various programs.
 - During 2006, CCT outperformed its US and Offshore competitors in numerous categories which are tracked and reported by the Bank's vendor management team.
- CCT's customer support includes:
 - Fielding inbound caller ID calls for DNC removal or, product requests.
 - *All Bank calls made to customers are placed with a return phone number on the caller ID. This Bank number routes all calls back to CCT's centre for handling.*
 - Fielding inbound calls for credit applications and processing required personal information for credit fulfillment.
 - Handling new card activation calls for new customers.
 - Assisting customers in selecting various credit products (ie. card accounts, credit protection) and reviewing terms, conditions and benefits with each customer.



Millennia Mortgage Corporation

Inbound Customer Service & Lead Generation

- Launched February 2005.
- CCT provides inbound lead generation and pre-qualification support for Millennia's loan products.
 - Calls are driven in through ongoing business to consumer direct mail advertisements for financing. *See attached sample letter.*
- CCT agents consult with inbound callers on Millennia Mortgage's application process and various loan products offered by the client.
- Agents discuss, obtain and record necessary customer information such as the caller's current debts/interest rates, income, addresses, financing objectives, current asset/ownership status, etc., and create a detailed lead file for the client to pursue.
- Lead files are provided daily to the client for follow-up by their internal team of loan officers for loan processing.

Sample DM advertisement used to generate lead call volume

SECURED ASSETS DIVISION
Millennia Mortgage Corporation
 COUNTY: WOOD
 COURTESY OF RESPONSE REQUESTED BY 8020004

(800) 562-6254

Mary Meyer
 409 E 21St St
 Marshfield, WI 54449-5025

Your current mortgage of \$ 71,573 on your home in WOOD County with a payment of approximately \$668 may qualify for a 1.75% Rate Reduction payment of only \$254.*

Plus, you may be able to consolidate your existing second mortgage of \$5,016 and your revolving debt of \$8,663 into the same new Rate Reduction Pay Option home mortgage and have one low monthly payment of \$303.

That's a savings of \$571 every month!

That's right one payment, no second mortgage, and no more revolving debt.

Act now. Rates are on the rise. Lock in your 1.75% Rate Reduction Refinance today, pay off your second mortgage, pay off your revolving debt and have one low monthly payment of \$303.

Not only could you save hundreds of dollars in interest, you will have **three different payment choices** every month.

The Interest Only Option allows you to pay the minimum payment in any given month leaving you with extra cash for the things you want and need.

The Principal and Interest Option allows you to make a principal and interest payment based on a fully amortized 30 year loan.

The Equity Builder Option allows you to make a principal and interest payment based on a fully amortized 15 year loan. This allows you to build equity fast and you could own your home in 15 years or less!

This is an adjustable rate mortgage, but you don't have to worry. Your minimum monthly payment after refinancing your first mortgage, your second mortgage and your revolving debt can only go up to a maximum of \$436 over a 5 year period.

Call today before your next mortgage payment is due and you may be able to skip a month's worth of no mortgage payment at all! It's totally up to you every month! You are in charge! There is no obligation and no out of pocket expense.

Call now. A "Rate Reduction" Mortgage Specialist is waiting for your call.

(800) 562-6254 Monday - Friday 8 AM - 10 PM and Saturday 10 AM - 5 PM

Please refer to your personal PIN: 32 1226 7600

APPLY ONLINE
 VIA OUR SECURE WEBSITE:
www.debtpayoff.com

*First 3 months at 1.75%. Subsequent months at 4.125%, 4.632% APR may adjust at the index change.
 Rates effective July 27, 2004. Subject to income and property qualifications. Rates and terms are subject to change without notice. Terms vary determined by borrower options. Information contained in your consumer credit report may need to be re-examined with the offer of credit. You loaned this offer because you applied to credit for creditworthiness. You may be better qualified. Follow your request to file offer, we determine due your application, credit report and other information. But also do not need to see us to determine that you meet our underwriting creditworthiness criteria. This includes verifying your income, employment and other information provided in your application and that you meet a home with sufficient equity to qualify. You have the right to obtain information contained in your credit report from being used in connection with any credit transaction that is not initiated by you. You may exercise this right by contacting the credit reporting agencies notification services at: Experian Consumer Services 901 West G Street, Suite 1000, Denver, CO 80202; Equifax Consumer Services P.O. Box 147183, Atlanta, GA 30314; Trans Union Credit Name National Cycle P.O. Box 6732, Jackson, MS 39208-1208 (800) 957-8888. Millennia Mortgage Corporation

Understanding CCT's Call Centre Operations

Finding & Keeping the BEST

Agent Recruitment & Hiring

- Recruiting through our long standing relationships within government and educational institutions throughout the Philippines.
- Strict hiring process - yields a 5% acceptance rate of candidates.
- Pre-employment Requirements - Police Clearance - NBI clearance - College transcripts
- Screening Tests - Communication - Technical Skills - Voice/Phone screening - Personality
- Monthly Fun Tasks, Regular Team Buildings and Social Responsibility
- centres designed for comfort and enjoyment
- Extra benefits such as daily meals, employee and family only store, CO-OP, Transportation provided
- Location in Provinces rather than Manila
- Offers employment opportunities for talented people who do not want to live in fast paced, crowded Manila.
- Current Industry Attrition rate in Manila is nearing 20% monthly - CCT still enjoys a < 4% monthly attrition rate due to our unique locations.
- Location decreases competition for our talent.
- Campus like environment promotes family and team environments.

Our Training Approach

Our Unique Training Process

- CCT established and still operates the only accredited call centre school managed by a Philippines outsourcer, Cyber City International School (CCIS) www.ccisedu.com.
- All agents undergo a rigorous 4-week call centre certification process **prior** to any client specific training (core curriculum highlighted below).
- Top graduates of are offered positions with CCT and provided tuition assistance after 12 months of employment with CCT which, enables a highly effective retention initiative.

Highlights of the CCIS Curriculum

Week 1 <i>Basic Phone Etiquette & Call Flow Management</i>	Week 2 <i>Agent Interpretation, Reasoning & Decision-making</i>	Week 3 <i>Cultural awareness, call simulations and desktop technology training</i>	Week 4 <i>Final testing, double-jacking and call wrap-up training Graduation!</i>
<ol style="list-style-type: none"> 1. Communication and Presentation Skills 2. Telephone Personality 3. Service-Oriented Attitude Training 4. Listening Skills 5. Keyboarding and Technical Skills 6. Speech Cosmetics and Voice Projection 	<ol style="list-style-type: none"> 1. Leadership and Teambuilding Skills 2. Personal Effectiveness 3. Selling Attitude and Skills 4. Problem Solving Skills and Problem Identification 5. Questioning Techniques 6. Understanding US Culture and Customers 7. Simulations/ Role Playing 	<ol style="list-style-type: none"> 1. Listening to live calls 2. Video and Audio Tapes 3. American Accent Training 4. System Applications 5. Call centre Learning laboratory 6. Basic product knowledge 7. American TV 	<ol style="list-style-type: none"> 1. Recordings 2. Journal Writing 3. Business/ Service/ Product Knowledge 4. Actual handling of calls 5. Final evaluation and assessment tests and interviews

"...CCT has an excellent program from start to finish in the recruitment, training, placement and ongoing training for their agents. From the school to the bakery, all is quite impressive, and it shows on the performance of the agents..."

Vartec Telecom

Managing Performance

Quality Assurance at CCT

- ➔ Daily Scorecards
- ➔ Dedicated Quality Team
- ➔ Accountability at all levels for Service Level Adherence
- ➔ Low agent to Supvr/SAC ratios 1:10
- ➔ Ongoing Call Monitoring & Recordings for quality scoring and agent development
- ➔ Quality calibration sessions with our clients

“...We went to CCT because of the cost competitiveness of the Philippines and the language skills. We have stayed for over 2 years because of the QUALITY. I would put CCT up against any vendor world-wide. We have built our competitive advantage around their organization...”

*Vital Basics, Inc.
Creator of Focus Factor*

Daily Call Center Scorecard										
1-Dec-03		Client: Sample Customer								
Metrics	Level One			Level Two			Level Three			
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance	
Service Level	79	80	-1.3%	92	90	2.2%	84	80	4.8%	
ASA	9	10	-11.1%	3	5	-66.7%	7	10	-42.9%	
ATT	51	60	-17.6%	14	20	-42.9%	55	60	-9.1%	
ACW	8	5	37.5%	2	2	0.0%	6	5	16.7%	
AHT	59	65	-10.2%	16	25	-56.3%	61	65	-6.6%	
Abandon Rate	2.2	2	9.1%	1.9	2	-5.3%	1.6	2	-25.0%	
Occupancy	68	80	-17.6%	84	80	4.8%	74	80	-8.1%	
Labor Efficiency	93	90	3.2%	88	90	-2.3%	92	90	2.2%	
Cost Per Call	0.65		-100.0%	0.65		-100.0%	0.65		-100.0%	

Call Breakdown	Total	%	Total	%	Total	%
Calls Offered	400		950		350	
Calls Dropped						
Calls Assigned						
Calls Answered						
Calls Abandoned						

Weekly Individual Scorecard										
1-Dec-03		Agent Name: _____ Operator: _____								
		ATT	ACW	AHT	Cost Per Call	Calls Handled	Log Time (min)	Calls Handled Per Hour	Occupancy	Quality Assurance Average
TARGETS		20	2	22	\$ 8.00	2400	100	80%	95%	
Week #	Week ending									
Week 1	7-Dec-03	22	4	26	7.67	100	2300	2.6	78%	0.9
Variance		10%	100%	18%	-4%		-4%	-97%	-3%	-5%
Week 2	14-Dec-03	33	2	35	4.22	202	2555	4.7	75%	0.8
Variance		65%	0%	59%	-47%		6%	-95%	-6%	-16%
Week 3	21-Dec-03	45	5	50	7.06	90	1905	2.8	81%	
Variance		125%	25%	92%	-8%		-17%	8%	4%	-100%
Week 4	28-Dec-03	19	3	22	5.36	125	2010	3.7	85%	
Variance		-5%	50%	0%	-33%		-16%	-96%	6%	-100%
Month to Date	Total					517	8770			
Average		29.8	3.5	33.3	6.08	129	2,193	3.5	80%	43%
Variance		49%	75%	51%	-24%		-8%	-70%	0%	-55%

The Transition to CCT

Utilizing a Proven Implementation Discipline

CCT's Implementation Approach

CCT has worked with a wide range of clients. Our clients have enjoyed an average implementation timeframe of 30 days. CCT's process couples a strong project management discipline with both US and Offshore implementation teams collaboratively working to address all tasks, milestones and deliverables within a targeted timeframe. The following highlights our implementation approach.

Sample Project Plan Output



Phase	Timeframe	Objective/Outcome
<u>Phase I</u> <i>Program Discovery & Definition</i>	2-3 days	<i>Reach a formal understanding on the high-level requirements, delivery timelines and costs of the program.</i>
<u>Phase II</u> <i>Program Planning</i>	1 week	<i>A final project implementation plan becomes the output of this phase and serves as the measure against which actual progress is charted.</i>
<u>Phase III</u> <i>Program Implementation</i>	1-6 weeks	<i>Based on the action plan established in phases I & II, each member of the implementation team is tasked with specific deliverables and responsibilities to ensure completion of all mission critical processes prior to the actual live operations.</i>
<u>Phase IV</u> LAUNCH	Date Mutually Defined	<i>For the purposes of CCT and the Client's team, a final implementation summary is prepared which outlines the progress, accomplishments, success and challenges which occurred during the implementation period to ensure that we find ways in which future expansion of the</i>

Our Unique Infrastructure

Our Unique Infrastructure

Leading Edge Broadband Services

An Affiliate of CCT

- A FCC licensed 214 facilities-based telecommunications provider specializing in design and implementation of communications solutions
- Owns and manages an international telecommunications network, providing services to call centres, commercial businesses, telecom resellers, and the general public
- Management team has over 60 years telecommunications experience, enabling Leading Edge to leverage and maintain relationships with customers and suppliers

Our Network Redundancy

- Fully redundant telecom and network infrastructure
 - ✓ *Primary telecom provided by CCT's owned telecom company, Leading Edge Broadband Services (LEBBSI); a FCC 214 licensed carrier.*
 - ✓ *Multiple telecom International Private Lines (IPL) traversing to offshore locations through multiple routes from multiple carriers.*
- Multiple call centre buildings on our main campus in the Philippines.
- Each building has fully redundant telecommunication, data resources and UPS power backup.
- Each campus has sufficient fuel reserves to self-manufacture electricity for 30 days.
- State of the art technologies; Compression, Switching, CRM and Network Management – all with redundant architecture and components.
- Responsive Technical staff in place and trained to provide results 7x24x365

Our Flexible Technology Platforms

- We deploy cutting edge technology in our contact centres including:
 - Switching – Avaya G3R9
 - Compression – Lucent PSAX
 - IP Communications
 - Simulation - Proprietary Training Software
 - Call Management - Lucent CentreVu CMS
 - CTI – Computer Telephony Integration – screen pop correct screen to agents
 - Call Recording/Monitoring – NICE Log & VoiceLog Recording Systems
 - 800# Providers – can provision within 24 hours either via MCI, AT&T & Qwest
 - Available connectivity to all telecommunications providers (Vartec/Qwest/AT&T/MCI/Sprint/Global Crossings plus any others)
 - Credit Card Connectivity – Paymentech, Card Systems, DPI etc
 - Media Allocation – Proprietary Software
 - Internally development Interactive Scripting System (ISS), call recording and workforce management platforms.

Ensuring the Vitality & Spirit of the CCT Family

How we keep over 3,300 employees inspired and motivated

- Monthly fun tasks/events & regular team building activities (on and off-site)
- Social Responsibility – frequent collaboration with community needs and activities
- MOWER group dedicated to **M**orale, **W**elfare, **R**ecreation and Recognition of team members.
- centres designed for comfort and enjoyment. (*5 cafeterias, Spa, Multiple lounges with pool, flat screens, internet café, etc*)
- Extra benefits such as
 - daily meals + extra snacks
 - employee and family only store
 - CO-OP
 - Transportation
 - Incentives & Award Campaigns
- +/- 2% monthly attrition.
- Campus like environment promotes family and team atmosphere and support.

Thank You for Considering

Cyber City Teleservices

Superior Service is our ONLY Product

Contact Information:

UK Office:

01608 679092