

# Goodwill Contact Center Services

## GOOD TO KNOW

Goodwill Contact Center employs over 200 experienced agents, of which 89% are individuals with disabilities and/or military veterans, who provide optimum business process outsourcing to support your business needs.

## How can we answer the call for your business?

### Proven Performance

- Manage over 2.2 Million Customer Service inbound inquiries annually for government and commercial customers
- Consistently achieve satisfaction ratings as high as 95%
- Effectively and efficiently resolve over 60,000 customer cases annually within 24 hours
- Maintain over 80% First Contact Resolution / 90% Capture Rate
- Offer extended customer service through world-class email, chat and social media capabilities
- Achieve superior client and customer quality rating supported by best-in-class training
- Provide employee engagement strategies and initiatives resulting in lower annual turnover

**With over 20 years experience, Goodwill has the expertise to meet your needs.**

Contact us at [BusinessServices@GoodwillSA.org](mailto:BusinessServices@GoodwillSA.org)  
Or 855.497.2123 toll free.



[GWSABusiness.org](http://GWSABusiness.org)

# Choose Goodwill for your Contact Center Service Needs



## Field tested on a global basis.

Whenever a member of the US Air Force or their family, stationed anywhere in the world, has a question concerning virtually any subject related to their military life, they call one number. That call is answered 24/7 by the team at the Goodwill Contact Center. With a myriad of databases at their fingertips, these dedicated, experienced agents do more than answer questions. They facilitate information flow. They connect callers to sources of resolution. They provide pathways to clarity. In essence, they solve problems and put minds at ease. Doesn't that sound like the service and experience you want from your Contact Center?

### Capabilities

Our Contact Center assists reputable brands with delivering positive customer experiences that lead to lasting relationships and loyalty. We offer reliable contact center services including inbound, outbound, e-mail, and live chat that exceed the level of service expected from clients and customers. Our team members consistently earn superior client and customer quality ratings through our innovative approach to Contact Center recruitment, training, and operations management.

### Contact Center Solutions

- Contact Center industry experienced leadership
- Advanced knowledge of Contact Center performance practices
- Extensive call data analytics and best practice identification to improve performance
- 360-degree approach to quality control through call monitoring and customer surveys
- Agile workforce capable of launching virtual options as required during emergency crises response
- Best-in-class technology to easily scale up to support your short term/high impact demands
- Expertise in deploying performance focused individual and team scorecards



## Partner with us. It's just good business.

### Contact Us:

BusinessServices@goodwillsa.org or 855.497.2123 toll free

GWSABusiness.org

### Complete Call Center Operations

- Inbound & Outbound Call Support
- Web & Chat Support
- After Hours & Holidays, Unplanned Overflow or Specialty (Spanish)
- Disaster Recovery
- Quality Assurance Monitoring
- Customized Training

### DUNS

05-7579807  
07-8611177

### CAGE

2Z877  
6KK45

### NAICS CODES

**561421** Answering Services

**561422** Telemarketing Bureaus and Other Contact Centers

**561439** Other Business Service Centers

**561990** All Other Support Services

**624190** Other Individual and Family Services

### The Goodwill mission

Goodwill helps change lives through the power of work. We hire individuals with barriers to employment and provide training, support, and opportunities to improve career trajectories and quality of life.

**When you partner with Goodwill, you are impacting our community in many ways!**

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