

Call Center Outsourcing



A **xerox**  Company



For more information
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Chris Tranquill

Senior Vice President and Group President
ACS Business Process Solutions

Chris Tranquill is Senior Vice President and Group President of the ACS Business Process Solutions group. Previously, he served as managing director of the company's Communications and Consumer Goods line of business.

Serving in roles of Call Center Director, VP of Information Technology, VP of Operations, Division VP and Region VP, Tranquill has focused most of his efforts on wireless call center outsourcing, consistently outperforming the competition in multi-vendor environments. Under his leadership, ACS has continually outperformed peer groups in client satisfaction.

Throughout his time with ACS, he has used his experience to develop specific call center management methods and processes to improve Issue Resolution and First-Call Resolution.

Prior to joining ACS, Tranquill spent three years with Capital One managing customer service and at CyberRep, Inc.

Tranquill holds a BS from the United States Naval Academy.

Customer Care Trends and Issues

Among the many industry issues Tranquill can discuss are:

- Benefits and risks of offshore, near-shore and rural-sourcing by employing the right mix of technology, people and processes
- Achieving optimal performance through effective, low-cost contact center solutions that offer new and better approaches to servicing customers
- Ensuring successful onboarding of new customers – an integral part of beginning the customer relationship
- Customer retention – the importance of being proactive in maintaining a positive relationship with customers
- Self-Service Customer Care – reducing live-agent handling time, improving customer satisfaction levels, reducing cost per customer inquiry, and providing detailed reporting and data intelligence support.