



TenPoint Complete®

Driven by Experience

COMPANY DATA

DUNS: 877772418

CAGE: 89J51

NAICS: 561422

Services Worldwide

tenpointcomplete.com 1-800-343-0641

Douglas Webb & Associates, Inc. DBA TenPoint Complete, works with organizations to help them improve their customer experience. We own and operate a U.S. based contact center and provide innovative technology solutions powered by the worlds' number one CRM system and platform.

TenPoint Complete has a 25 year history of successfully serving organizations of all sizes with contact center services. Initially, we operated as an outsourcing service to help companies with sales, customer service and customer satisfaction indexing. We then incorporated technology services into our offerings as a way to better serve our clients. While our Dominant Orientation remains as a Service Driven company, we also have the ability to produce world-class platforms and online communities. We have extensive experience integrating and communicating with legacy systems and constituent partners and vendors. Our primary objective remains to help our clients positively impact the customer and end-user experience.

CORE COMPETENCIES:

- ◆ Contact Center Services - U.S. Based Live Agent Contact Center
- ◆ Market Research Services - Live Agent, SMS Text, E-Mail, IVR, Live Chat
- ◆ Outbound Telemarketing - Predictive Dialer, Preview Dialer and Manual Dialing Capability
- ◆ Inbound Customer Service - Help Desk, Administrative Services, Order Processing, Overflow
- ◆ Platform and Community Development - Flexible, Scalable Cloud-Based Solutions for your customers; advanced technology capable of integration with all legacy systems and other providers
- ◆ Customer Journey Mapping - Defining customer touchpoint and how they impact organizations; developing solutions to optimize efficiency, workflow and customer satisfaction
- ◆ Customer Satisfaction Consulting - Including NPS (Net Promoter Score), CSI (Customer Satisfaction Indexing) from design to implementation

HOW WE'RE DIFFERENT

- ◆ NPS Certified
- ◆ Marketing Operations Vice President is certified in New Promoter Research
- ◆ Multiple technical certifications and executive level experience with program and platform design and implementation with companies of all sizes
- ◆ Milestone SLA Automation, Tracking and Escalation
- ◆ 100% Customizable Platform Development
- ◆ TenPoint Complete platform has many applications (apps) available on its' own app exchange, all of which are specifically designed to integrate with the design and build of your customized solution
- ◆ Business Analytics, Reporting and Dashboards
- ◆ Previous Local, State and Federal bidding and contract experience
- ◆ Experienced in hiring and training employees with disabilities through the Ohio Rehabilitation Services Commission (ORSC)
- ◆ Two time Employer of the Year Award with the State of Ohio

CURRENT CLIENTS:



Audi



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