Davis Professional Services

Contact Center Services

Davis Professional Services (DPS) is a team of experts who identify the best solutions to help our clients achieve measurable results while ensuring the customer experience is top of mind.

We deliver strategies to improve the customer experience. Our services aim to enhance contact center efficiencies, increase productivity, and enable best-in-class service. Our reputation forhigh-quality services ensure the best value possible.

We leverage our industry experience to address our clients' pressing needs.

SBA 8(a)

Economically Disadvantaged Woman-owned Small Business (EDWOSB)

Minority Business Enterprise (MBE)

CAPABILITIES STATEMENT

Davis Professional Services is a management consulting firm offering professional services to help federal, state, and commercial clients achieve measurable results while ensuring the customer experience is top of mind.

CONTACT CENTER

OPERATIONS

541611, 561422

- Performance Management Programs
- Quality Programs
- Management Reporting
- Standard Operating Procedures
- Knowledge Management Support

OUTSOURCING

541611, 561422

- Multi-Channel Customer Care Support
- Analytics
- Learning & Development Programs
- Sales & Retention
- Technical Support

TRAINING

611430, 611710

- Curriculum Development
- Training Tools / User Manuals
- eLearning
- Instructional Design
- End User Training

KEY CLIENTS

CINC Systems · HITACHI Inspire the Next · PURCHASING POWER · KPMG · hp · RentPath A REDFIN COMPANY · Southern Company

CERTIFICATIONS

SBA 8(a) CERTIFIED · SBA EDWOSB CERTIFIED · Certified WBENC Women's Business Enterprise · DBE CERTIFIED · GSA Contract Holder · NMSDC MBE Certified

CONTACT CENTER PARTNERS

We partner with leading minority-owned brick and mortar and work-from-home contact center outsourcers to provide best in class customer care solutions.

activus™ connect A TECH MAHINDRA COMPANY

chime solutions

SAMPLE PAST PERFORMANCE

CINC SYSTEMS

Delivered the following services to the Customer Support team:

- Interviewed the Customer Support team and adjacent departments to get a current state view of operations
- Interviewed CINC clients to get their perspective of operations and recommendations to improve the customer experience
- Provided recommendations regarding headcount, training, management processes, reporting, KPIs, management dashboards, and support channels to improve performance

PURCHASING POWER

Supported the Customer Experience Department with the following services:

- Developed customer service processes including decision trees for tier one and tier two customer service representatives (CSRs) to optimize the customer experience
- Developed call scripts to be used by CSRs to enhance communications with Purchasing Power customers
- Provided content migration support to the new knowledge base system
- Developed Standard Operating Procedures for the CSRs

RENTPATH

Provided the Customer Success team with the following services:

- Developed job profiles and job aids to help management recruit ideal candidates
- Supported the screening and selection of the new team
- Established performance management guidelines and KPIs to enhance operations
- Implemented management reports and performance dashboards
- Developed standard operating procedures (SOPs) and response service level agreements (SLAs)

Why DPS

Client focus: We become an extension of our client's teams immersing ourselves in their culture and ways of working

Service excellence: We leverage our industry experience and incorporate best practices to address our clients' pressing needs

Flexibility: We adapt to our clients' ever-changing environments

Continuous improvement: We are committed to continuous education to advance our skills

Trusted advisor: We build trust with our clients to work with little oversight

Unique Entity Id: E44NWTLTS7J4

Cage Code: 7TVG9

Socioeconomic Statuses

- SDB
- 8(a)
- EDWOSB

Contracting Vehicles

GSA MAS PSS Contract No. 47QRAA21D002V (SINS: 541511, 541611, 541613, 541820, 541910, 611430

Kimberly Davis
President & CEO
470.231.9555
kdavis@davisprofessional.net

Davis Professional Services
50 Hurt Plaza SE, Ste 1675A
Atlanta, GA 30303