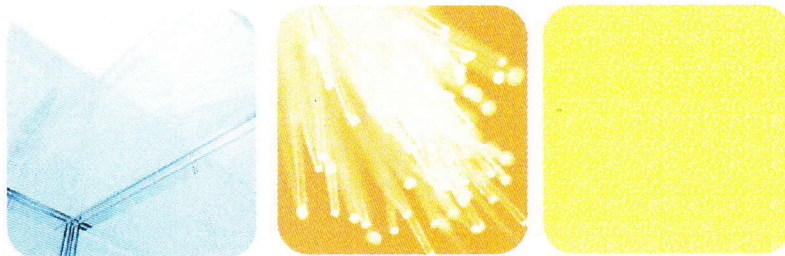


Market Research & Data Modeling

Drive Positive Change

- Point-Of-Service Evaluation
- Call Quality Calibration
- Service Level Sensitivity Analysis
- Customer Experience Benchmarking
- Continuous Improvement Consulting



CONVERGYS