

HOME PAGE

WE TURN YOUR CUSTOMERS INTO YOUR #1 FANS

- **GREATER RETENTION – CUSTOMERS FOR LIFE**
- **MORE SALES VOLUME — MORE REVENUE**
- **SAVE TIME, EFFORT AND EXPENSE**
- **A QUALITY STRATEGY BEYOND TRANSACTION MONITORING**
- **INCREASE QUALITY REFERRALS**
- **ENHANCED BRAND PERCEPTION**

**REQUEST A FREE
ONE-ON-ONE DEMO**

**ATTEND ONE OF OUR FREE
QUALITY WORKSHOPS**

**LEARN HOW QUALITY MANAGEMENT IMPACTS YOUR BUSINESS — WATCH OUR
VIDEO**

QUALITY MONITORING

Engineered for Quality

Create a competitive advantage by exceeding customer expectations and reducing costs of managing quality.

QUALITY MANAGEMENT SERVICES

Trusted By World's Top Brands

We help you achieve customer experience bliss.
Better engagement. Better relationships. Better business

BENEFICIAL SURVEYS

Gain Crucial Insight

Get a 360-degree view of your call center,
your customer satisfaction, your organization's future.

HIGHER QUALITY = HIGHER PROFITS

Never compromise on quality

With Sage Advantage, your real advantage is quality.
Quality management services create quality results.

"Everything has been improved; both on the compliance and revenue because we are providing consistent feedback, we have a much wider reach in terms of sample size and we just had one of our best quarters this past quarter."

- Manufacturer

TODAY'S MOST EXPERIENCED AND PROVEN QUALITY MANAGEMENT SERVICE FOR CALL CENTERS

The core of our business is to improve YOUR bottom line. That starts by enhancing your customer experience. Sage Advantage continues to lead the industry through advanced engineered quality management services and technologies. As a result, we have become the premier quality management service provider for call centers around the world.

Our services include third-party quality monitoring, customer satisfaction surveys, web-based analytics, contact center consulting, coaching & training, and call recording solutions. Each of these services provides our clients with a competitive advantage while improving service and reducing the cost of quality assurance management.

QUALITY MONITORING

[Image Header Copy]

ENGINEERED FOR QUALITY

BECAUSE CUSTOMER SERVICE IS PRIORITY ONE... CALL QUALITY MONITORING MUST BECOME PRIORITY ONE.

No matter how many amazing new technologies surface to improve the customer experience, nothing will ever replace the tried and true method. **Listening, communicating and responding to their needs.** Why? Because we've combined **disciplines of psychology, engineering and technology** to create results-based solutions.

Combine those proven tactics with the industry's leading call quality monitoring, and you have the most effective methods for enhancing your customers' experience. And once you satisfy the customers' needs, the benefits snowball.

- ✓ **Greater Retention — Long-Term Customers**
- ✓ **More B2C and B2B Referrals**
- ✓ **A Clear Customer Experience Strategy**
- ✓ **Increased Sales Volume — More Revenue**
- ✓ **Steady Business Growth Year After Year**

With more than a decade's worth of helping today's most respected organizations improve their call quality monitoring, Sage Advantage delivers impressive results. Such as **improving your overall call center's performance. Eliminating risk** by becoming fully compliant. **Improving employee effectiveness** through coaching and training. And, of course, **improving customer satisfaction.**

HIGHER QUALITY COMES FROM EVALUATING, ANALYZING AND ENGINEERING FOR SUCCESS

Sage Advantage opens the door to higher quality service by providing reliable, accurate analyses at multiple levels within the call center. Sage Analytics™, our proprietary quality analysis system, allows for instant feedback and analysis to be targeted to multiple audiences within the contact center. Your weakest agents get better. Your best agents get even better. Your customers win.

Supervisors and managers can access critical real-time quality analysis. With the right information in hand, they have the ability to quickly review their center, group or agents' quality performance as well as directly access Sage Advantage Dedicated Quality Team.

EMPOWER YOUR CENTER WITH A DEDICATED QUALITY TEAM

Sage Advantage takes a true partnership approach to creating and managing quality programs for its clients. Through the entire process of quality program design, implementation, and ongoing operations, Sage Advantage works hard to seamlessly integrate with your team, processes, and technology.

Implement a Quality Strategy; Not Just Transaction Monitoring
Sage Advantage implements key service quality practices, including:

- Establishing valid and reliable service performance measures
- Identifying problems quickly and systematically
- Understanding the impact of operational processes on service quality
- Evaluating and measuring customer satisfaction and other performance outcomes

- Considering human interactions that can guide the customer's journey

[Schedule a one-on-one demo](#) of our call quality monitoring. Discover how we've helped many organizations improve their customer satisfaction and retention.

DISCOVER THE SAGE ADVANTAGE

[Image Header Copy]

GET MORE VALUE FROM EVERY CUSTOMER

DISCOVER THE SAGE ADVANTAGE: BETTER QUALITY MANAGEMENT, BETTER RESULTS

Yes, you know your products and services better than anyone. Yes, you know your customers and clients better than anyone. That's your expertise. **Our decade-proven expertise is in managing your service quality** to get the absolute most value from every single interaction, every single customer.

Our clients see a night and day difference BEFORE we engaged our quality management and AFTER. **Customer satisfaction increased. Customer retention and referrals grew. Sales, revenue and profits indicated a clear ROI.**

Benefits of utilizing Sage Advantage quality monitoring:

- **Provide More Frequent and Timely Evaluations**
Consistency is key — We regularly monitor your call centers and provide real-time online reports. Frequent, detailed evaluations provide representatives with consistent input, measurement, and guidance for skill development.

- **A Dedicated Quality Team in Your Corner**
Our expert team with vast quality management experience is continuously focused on your company and customers' satisfaction. Plus, they are directly accessible to provide leadership and improve your workflow and results.
- **Objective Unbiased Evaluations**
Eliminate any possible internal biases that may skew results and negatively affect your business. Our fresh perspective always produces unbiased evaluations that lead to more genuine results for you.
- **Significant Cost Savings**
Enjoy considerable savings by taking advantage of our premier SAAS technology along with our decade-proven expertise and efficiencies.
- **Gain Third-Party Expert Perspective on Your Operations**
Combining experience and firsthand observations, our team is always finding new ways to improve your service quality.
- **Improve Coaching and Training Effectiveness**
Build your service-oriented culture agent by agent with specific, actionable analysis and recommendations for change.
- **Gain Customer Insights that Influence Future Strategies**
Improve customer acquisition and retention while setting a clear path for improvement. These results are accomplished by analyzing both quantitative and qualitative data to provide you with decision-making insight.

[Attend one of our popular workshops](#) and see for yourself all the reasons why clients value our quality management services.

CALL RECORDING

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THE POWER OF HOSTED CALL RECORDING

CUSTOMER RETENTION, COMPLIANCE AND TRAINING — MISSION ACCOMPLISHED WITH HOSTED CALL RECORDING

Your products and services aren't the lifeblood of your business. **Your customers, your prospects and your team members are.** To grow your business, you must focus your time and resources on these most valuable assets.

That's where Sage Advantage comes in. We offer a **flexible and affordable approach** to call recording to help your team better interact with your customers and prospects. This improved interaction can quickly escalate to support **more sales, more referrals, more revenue and more profits.**

The vast benefits of hosted call recording are clear:

- **Increased Customer Satisfaction**
- **Better Quality Control**
- **Improved Sales Training**
- **Full Compliance and Reduced Liability**
- **Enhanced Security**

[Testimonial Quote in Call Out]

No Need to Purchase and Manage a Costly Recording System

Not only can Sage Advantage's hosted call recording provide numerous benefits to your call center, we can do so at an affordable rate. If you don't yet have a recording solution, our hosted call recording combines call monitoring and recording in a single turnkey quality program.

Sage Advantage's hosted call recording can be used as the primary recording solution or combined in a multi-center environment along with other systems to provide full coverage to all our operational areas.

[Schedule a no-cost, no-obligation one-on-one demo](#) of our hosted call recording management.

CALL CENTER CUSTOMER SATISFACTION (CSAT) SURVEYS

[Image Header Copy]

**INSTANTLY ENTER
YOUR CUSTOMERS' MINDS**

GAIN A 360-VIEW OF YOUR CUSTOMERS... YOUR COMPANY'S FUTURE

Customer Satisfaction Surveys:

Many of today's most profitable and successful companies took 2 critical actions:

- First, they **asked for feedback** from their customers
- Then, they **took action and followed their advice**

However, getting the right information from your customers in a timely manner and knowing how to benefit from that information is difficult. Thankfully, Sage Advantage makes it a snap! We provide **call center customer satisfaction surveys** using a variety of methodologies to gain valuable customer insight. Plus, when you combine our satisfaction surveys with our quality monitoring, it provides a 360-degree view of your call center's service quality.

- Tying quality directly to the voice of the customer.

SAGE SURVEY PLATFORMS & METHODOLOGIES

Automated Integrated Voice Response (IVR) Customer Satisfaction Surveys:

Here's how our most popular automated **IVR Customer Satisfaction Surveys** work:

After interacting with customers, they have an option to be transferred to an automatic survey utilizing IVR.

- First, immediately after the customer finishes the call with your center, customers are transferred to the IVR-based survey.
- Next, customers are transferred to Sage Advantage to participate in the survey. We have the capability to capture verbatim comments to truly capture the voice of the customer.
- Finally, results are immediately available online

Another popular survey platform is our **Automated (Web-Based) Customer Satisfaction Survey**. In this survey option, the customer receives an email invitation that links to a survey form. Not only can you access their responses instantly, you get easily-customized reporting through Sage Analytics.

Here's how our **Live Customer Satisfaction Surveys** work:

- First, immediately after the customer finishes the call with your center, agents administer the survey LIVE.
- Next, customers are transferred to Sage Advantage to participate in the survey.

- Finally, results are available immediately online.

Because our surveys are conducted LIVE — **when the experience is still top-of-mind** — you get more candid feedback, comments as well as a more in-depth understanding of the customer’s perceptions and opinions.

[Testimonial Quote in Call Out]

“Sage did a phenomenal job, our folks were doing better in their jobs and they saw that and recognized that.”

- National Investment Company

Custom Survey Solutions:

In order to get the optimal feedback that best benefits your organization, your survey must be unique to you. Therefore, our survey experts dig deep to learn all about the goals you wish to achieve. Only then do we begin creating a customer satisfaction survey designed to get the absolute most results.

Ready to learn how your organization can benefit from our Customer Satisfaction Surveys? [Simply fill out our quick contact form](#) and one of our representatives will be in touch.

SAGE ANALYTICS: CALL CENTER MONITORING SOFTWARE

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REAL-TIME REPORTING & ANALYTICS

TODAY’S MOST COMPLETE MONITORING SOFTWARE

A first-rate contact center with expertly trained staff is the **FIRST** ingredient to a well-run business. Unfortunately, too many organizations stop there...

- They don’t receive **feedback and data** about the customers and agents
- They receive the data **far too late to make a difference**
- Or **they don’t know how to analyze the data** once they get it

While Sage Advantage is a quality management service for contact centers, we have also developed a proprietary analysis system. It's called **Sage Analytics**.

SAGE ANALYTICS: 10+ Years of Research, Client Input and Results

Sage Analytics was developed with you in mind. Our clients and their customers asked for a simple-to-use yet robust web-based quality management system that allows for feedback and analysis. Now your representatives **receive detailed timely evaluations**. Now they'll know precisely **how to improve service quality**. Now you'll **achieve the results you seek**. Of course, there's no software or hardware to purchase as the technology is provided via Software as a Service (SAAS) that is flexible and affordable.

[Testimonial Quote in Call Out]

"We have a fantastic portal (Sage Analytics) that gives us all the data we could possible want and the minutiae on every call. We can see the patterns where we might be failing them or where they might be doing exceptionally well."

- National Investment Company

Sage Analytics creates value by empowering your organization with analysis that drives quality, including:

- **Real-Time Reporting:** Access feedback and analysis immediately to start taking action
- **Customizable Quality Evaluations Criteria:** Specific to your unique procedures, business objectives, and customer base dynamics.
- **Centralized Quality Reporting:** Independent of recording systems, receive cross-platform evaluations and centralized quality reporting
- **Predictive Analytics:** See the future and affect change before it happens.
- **Coaching:** Coaching session management, scheduling, and tracking included
- **Calibration:** Achieve calibration across multiple locations and vendors. The system provides real-time results and gap analysis.
- **Analytics & Reporting:** Includes vast range of reporting options targeted to specific representatives, supervisors, managers, and executives.
- **Audit/Appeals Process:** Allows for tracking of audits/appeals and the outcome of each request

- **Technical Support:** Get immediate help directly from Sage Analytics, or call us directly for assistance.
- **Customization:** Customize solutions to meet your unique quality program needs
- **SAAS Solution:** No software or hardware to purchase. None.

Your expert third-party quality management team combined with an advanced analytics solution is your pathway to engineered success. Learn how our call center monitoring and quality management solution is an industry best... with a flexible and affordable cost. [Schedule an online demo today!](#)

PROFESSIONAL CALL CENTER CONSULTING

[Image Header Copy]

YOUR HIGHLY-TUNED CALL CENTER AWAITS

YOUR MORE EFFICIENT AND MORE PROFITABLE CALL CENTER STARTS NOW

- Is your customer service experience **engineered for success?**
- Does your call center have **all of the training and resources** it needs ensure you reach your goals?
- Is there **100% clarity and communication** between your call center and your management team?

If you answered “No” to any of the above questions, our professional call center consulting services will **positively impact your customer service, sales and revenue** by improving your call center.

Just starting a new operation? Our expert team can help you **get up and running fast**.
Need to analyze your service quality? We will **give you valuable feedback**.

[Testimonial Quote in Call Out]

“Even our tenured folks see the value in this. They’ve been here 10 to 15 years and see the value in making the calls more efficient. And them being not as scattered and have focus and actually

resolve the issue not just answer the question.”

Deliver a Higher Quality Service While Reducing Overall Costs

The Sage Advantage Call Center Consulting Team Will...

1. Analyze contact call center service delivery processes, technology, and staffing.
Develop strategic recommendations and implementation
2. At your site, assess representatives' strengths and opportunities for improvement.
Sage's industry experts evaluate training; propose and implement innovations
3. Design, develop, and implement service and support centers, including facilities layout,
software and hardware selection, staffing, and processes

Learn how our consulting services have helped countless companies improve their customer satisfaction scores, customer retention, and their bottom line. [Sign up for our free workshop.](#)

SAGE CONTACT CENTER QUALITY CERTIFICATION

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**QUALITY-FOCUSED.
EXPERT-VERIFIED.**

THIRD-PARTY QUALITY CERTIFICATION THAT PUTS YOUR CUSTOMERS FIRST

Is your outsourced call center HELPING or HURTING your business?

You may be saving time and money with your outsourced call center... but at what cost? While there are many quality call center service providers — including us — we've also seen many horror stories. Where poor customer service kills customer retention. Where a business' reputation and brand are tarnished.

You want to be 100% confident that the team representing you is doing so with **the highest level of quality, professionalism and training possible**. We can help assess, evaluate and provide third-party certification of service quality to outsourced call center service providers.

[Testimonial Quote in Call Out]

"We are providing consistent feedback, we have a much wider reach in terms of sample size and we just had one of our best quarters this past quarter."

- Manufacturer

Discover the Advantages of a Sage Contact Center Certification

Sage Contact Center Certification ensures service quality meets and exceeds specified guidelines based on industry standards specific to your organization or your clients' requirements. Achieving this important certification means that your center's quality is **expert-verified to meet industry best practices** or the consumers' specific quality requirements.

Sage Advantage certification allows outsourced centers:

- To ensure their customers of third-party verified service quality, **giving them direct access certification reporting.**
- **Offer third-party verified service quality as an add-on** to existing call center services.
- **Processes for continuous improvement** on operational and escalation procedures.
- **Quality standards that incorporate industry best practices** or your customers' specific requirements.
- **Online reporting and analytics to review quality data and reports in real-time** to track and maintain certification compliance.

Want to get your quality call center Sage Advantage Certified?
[Simply fill out our contact form here](#) — We will reach out to you soon.

CONTACT CENTER TRAINING & COACHING

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PROVEN SOLUTIONS TO IMPROVE CUSTOMER RETENTION

DEVELOPING YOUR REPRESENTATIVES. IMPROVING YOUR CUSTOMERS' EXPERIENCE. GROWING YOUR BOTTOM LINE.

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Any attempt to steal, alter or plagiarize the work will be prosecuted.

Coaching & Training:

Once your contact center is professionally trained to listen to, engage with and genuinely help your customers, amazing things unfold. **Customer satisfaction skyrockets. Retention and mass referrals follow.** Suddenly you're **shattering sales records.**

Sage Advantage combines targeted coaching and training that for both agents and supervisors. Our expert coaches provide constructive feedback, addressing specific areas for improvement while establishing a clear path for meeting goals and objectives.

[Testimonial Quote in Call Out]

"The coaching was well received and associated appreciated it, they were doing better with their jobs."

- Manufacturer

BENEFITS OF SAGE ADVANTAGE COACHING AND TRAINING INCLUDE:

Skill Development:

From startups to experienced call centers, our coaching provides the instruction and resources to **help your team perfect their listening, engagement and problem solving skills.**

Increasing Sales:

Master sales techniques such as up-selling and cross-selling while maintaining a positive customer experience.

Customer Retention:

Build great long-term relationships with your customers by utilizing valuable skill sets, such as developing issue identification skills and providing workable options and alternatives to customers specific to your business and customer base.

EVEN SUPERVISORS GROW FROM OUR COACHING:

Focused on Improving Group Performance:

For large or multi-center operations, Sage offers regularly scheduled reviews of group quality performance. This allows supervisors to develop their own coaching skills as well as learn to identify and proactively address trends in service quality.

Group Performance Review:

A Quality Manager reviews agent performance with supervisors and provides direction for areas for improvement as well as identifying high performers.

Clear-cut & Specific Recommendations:

Through evaluations and analysis, the Quality Manager provides courses of action to help improve service for specific individuals as well as the group. Sage quality analysts and coaches work together to provide the most beneficial recommendations.

Skills Development:

Further develop coaching skills and learn to identify and proactively address trends in service quality.

Measurable Results:

Coaching effectiveness and agent progress toward specific goals is tracked in real-time and is unique to each agent. Every training effort should have measurable results and lasting impact.

Gain valuable knowledge and skills while reaping massive results from our coaching.

[Take the first step and connect with our team.](#) We will reach out to you soon.

ABOUT SAGE ADVANTAGE

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ENHANCING YOUR BUSINESS ONE SATISFIED CUSTOMER AT A TIME

HOW SAGE ADVANTAGE IMPACTS YOUR CUSTOMERS, YOUR BUSINESS

We have the greatest jobs in the world. Everyday we have the privilege of working with today's leading companies and **enhancing their brand by interacting with their valued customers.**

As a quality management service provider for call centers, our core business is to **improve customer experience.** Through third-party quality monitoring, customer satisfaction surveys, web-based analytics, training and call recording solutions, we strive to:

- **Put your business FIRST** in your customers' minds
- **Increase customer satisfaction** so they buy from you again and again
- Help grow your business through **more sales and more referrals**
- **Reduce your costs** associated with quality management
- **Keep your business 100% compliant** to reduce or eliminate regulatory risk

Based in the U.S., Sage Advantage works in a variety of industries as well as governments to improve and maintain high quality service of call centers domestically and globally.

[Testimonial Quote in Call Out]

"Sage did a phenomenal job! Our folks were doing better in their jobs and [Sage] saw that and recognized that."

- National Investment Company

A History of Quality-Focused Results

Businesses and governments worldwide continue to count on Sage Advantage to enhance their service quality which **always impacts their success.** Founded by call center industry veterans in the 1990s, Sage Advantage has vast experience in all aspects of call center operations.

Today, Sage Advantage provides each valued client with customized quality programs that meet and exceed company objectives. These programs combined with industry-leading technologies ensure a superior customer experience while reducing the cost of managing quality.

Your most sure-footed competitive advantage is your high quality service. That's why Sage Advantage is today's leading quality management service for call centers — **We are engineered to deliver high quality service every day.**

Find out for yourself the difference Sage Advantage can make in your quality management. [Experience our popular free workshop](#) or [reserve your spot for a one to one demo.](#)

COMPANY VALUES

[Image Header Copy]

VALUES THAT SERVE OUR TEAM, YOUR CUSTOMERS, AND YOU

7 CORE VALUES — CENTERED AROUND YOUR CUSTOMERS, YOUR SUCCESS

More than a mission. Beyond a company philosophy. We live and breathe our **7 CORE VALUES** every single day in everything we do at Sage Advantage. They are our heart and soul.

Our 7 Core Values are:

- **Customer**
- **Quality**
- **Caring**
- **Teamwork**
- **Innovation**
- **Initiative**
- **Integrity**

Core Value #1 — Customers First

We always treat your customers as our own. Every interaction becomes an opportunity to **increase their satisfaction with your business.** We accomplish this goal in a variety of ways:

- **By always listening** and conveying an understanding of yours and your customers' needs, problems and feedback
- **By constantly seeking advice** from the Sage Advantage team to provide a winning solution to a customer's question, concern or problem
- **By conveying accurate and realistic expectations** in a timely manner
- **By always acting with empathy and courtesy** to both internal and external customers in all situations

Core Value #2 — Higher Quality

Quality comes first in everything we do. Your customers constantly experience it in a higher level of professionalism. Your business experiences it **with increasing customer satisfaction and continuous growth.**

In order to ensure we are always delivering the highest degree of quality possible, the team at Sage Advantage:

- **Follows best practices, enacts quality checks and constantly measures results**
- **Uses today's leading technologies** that deliver the fastest and most impactful results
- **Clearly communicates our expectations to you**
- **Allows adequate time for preparation, testing and review** before delivering a product or service

[Testimonial Quote in Call Out]

"We offer better service now and calls are more consistent, agents make sure and work toward hitting key sales points."

- Manufacturer

Core Value #3 — A Culture of Caring

A company who cares never stops at "good enough". Never passes the buck. Never quits trying until both you and the customer are 100% satisfied. Truly caring about your customers, your business and the job we do puts Sage Advantage far above every other quality monitoring service.

Throughout our years, **we've NEVER lost a customer due to poor service.** Our commitment to caring guarantees we never will. At Sage Advantage, we also demonstrate our level of care by:

- **Supporting and encouraging** our team's personal and professional development
- **Offering personal time and resources** to those in need throughout our community

Core Value #4 — A Teamwork Commitment

At Sage Advantage, our "team" doesn't stop at our employees and agents. **It's also your business.** Therefore, every possible opportunity or issue we face... we face together. We share credit for successes and responsibility for problems. We constantly improve our processes and

grow our relationships by **giving supportive feedback, sharing ideas and helping out when needed.**

Your customers will immediately recognize the benefits from our teamwork through more professional and helpful engagement. Your business will naturally experience **better customer satisfaction and impressive growth** as a result of our teamwork philosophy.

Core Value #5 — Inspired Innovation

As you and your customers' expectations of quality service grows, our business and our response must adapt to meet those needs. Our team at Sage Advantage continuously utilizes their **creativity, resourcefulness and out-of-the-box thinking** to always add value to a situation, product or service.

Core Value #6 — Non-Stop Initiative

When working with a third party quality management service for your call center, **we always act in your best interest.** We achieve this high degree of initiative by:

- Seizing opportunities to **enhance, redefine or improve a situation** while aligning with team goals
- Taking every opportunity to **satisfy your customers' needs and fulfill their expectations**
- Identifying and acting on possible problems **BEFORE they impact your business**

Core Value #7 — Integrity In Everything We Do

We are connecting with your customers, solving their problems and ensuring their highest satisfaction possible. That takes extraordinary trust on your part. In return for that level of trust, **we offer the highest level of integrity.**

You can be confident that we will:

- **Communicate expectations clearly**
- Be **100% transparent** in our decision-making process
- **Always take responsibility** for any problems that arise
- Always **keep our promises** and commitments
- Act with the **highest ethical standards** in working with internal and external customers

Right now, these 7 Core Values are simply words on a website. Yet, the minute you begin to work with our team, you see how they affect everything. Get a glimpse of our Core Value commitment — [schedule a demo of our quality management services.](#)

INDUSTRIES WE SERVE

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**ENHANCING CUSTOMER EXPERIENCE...
ONE INDUSTRY AT A TIME**

INDUSTRIES WE SERVE

Based in the U.S., Sage Advantage works in a variety of industries including utilities and governments to improve high quality service of call centers domestically and globally.

In each of the following industries, our quality programs were created in an environment of success that resulted in **impeccable customer service and considerable growth.**

INDUSTRY	EXAMPLE OF COMPANY TYPES
Automotive	Automotive Manufacturers
Cable & Satellite	Cable TV, Internet & Phone Providers
Education	Online Education
Financial Services	Banks, Investment & Insurance
Government	Government Agencies. North American & European Government
Healthcare	Health Plan Providers, Healthcare Service Providers
Manufacturing	Global Consumer Product Manufacturing Companies
Retail Service & Support	Large Retailers, Online Retailers
Sales	Service Companies, Product-based Companies

Software

Software Manufactures

Technical Support

Software & Hardware Support

Telecommunications

Wireless, Satellite and Land-based Service Providers

Travel

Airlines, Online Reservation Services, Hospitality

Utilities

Electric & Gas Utilities

We'd love to show you industry-specific case studies proving how our quality monitoring services are engineered to help your organization succeed.

[Schedule an online demo](#) where you'll see the process and results firsthand.
[Or simply complete our simple form to get your questions answered.](#)

WHY QUALITY MATTERS

[Image Header Copy]

THE REAL SAGE ADVANTAGE: MAXIMUM QUALITY

HIGHER QUALITY CALL CENTERS RESULT IN HIGHER CUSTOMER SATISFACTION

It costs your business so much more time and money to ATTRACT a new customer than it does to KEEP a valued customer. Keeping your valued customers starts with offering a **higher level of customer service**. That starts with a **higher quality of call centers**.

Your customers want live interaction from a real empathetic person who can easily be understood. The minute you try to save a penny with an automated robot or overseas call center, **you begin to lose your valued customers**. And fast!

With Sage Advantage, Your Real Advantage is Quality

Your customers will experience our higher level of quality through the professional people they speak to and the immediate satisfaction they receive. Your business and team leaders will experience the results of our quality through:

- **Streamlined Customer Acquisition**
- **Enhanced Company or Brand Perception**
- **Faster Growth**
- **Increased Customer Retention**
- **Future Sales, Revenue and Profits**

[Testimonial Quote in Call Out]

"It's a lot easier for us to focus on decision [making] and further improving quality as we don't have to manage the quality program. It's taken a load off of my plate."

- Manufacturer

What Makes Us Different

So, what defines a call center that's committed to extraordinary quality and service?

- We quickly identify potential problems **BEFORE they impact your business**
- We establish **reliable service performance measures** and review operational processes
- We constantly **measure customer satisfaction** and other performance outcomes
- We utilize an advanced approach to contact center quality management where we **combine disciplines of psychology, engineering and technology** to improve decision-making and results.

As we commit to using these quality call center tactics every single day, the results are crystal clear:

- **Your customers gain a whole new appreciation** for your company
- Our clients are continuously improving their skills **to help your business**
- And your business grows as a result of **spreading exceptional customer service, retaining valued customers and constantly attracting new referrals.**

When deciding the best third party quality management services for your business, make sure "QUALITY" comes first. Let us prove our higher level of quality — [Schedule an online demo](#) where you'll see the process and results firsthand.

QUALITY AT THE CORE

[Image Header Copy]

HIGHER QUALITY CALL CENTERS

OUR COMMITMENT TO QUALITY ENSURES YOUR QUALITY RESULTS

Naturally, quality is at the core of your organization, your products and service, your entire team. It's what drives your growth and success.

Therefore, when it comes to partnering with a customer experience management resource, you demand the same uncompromising level of quality. Quality that turns one-time customers into **long-term customers**. Quality that **improves your team's engagement**. Quality that **adheres to compliance regulations and eliminates risk**.

It starts with Sage Advantage Quality Monitoring and Management. Because the word "Quality" is engrained into every fiber of what we do, your team's positive customer interactions can **revolutionize your brand and growth**.

[Testimonial Quote in Call Out]

"I have found that Sage is accurate 99% of the time."
- Manufacturer

Our Primary Goal: Your Highest Possible ROI

To help you achieve greater customer service, more sales and higher profits, Sage Advantage approaches each quality program with 4 commitments:

- **Commitment #1:** Customizing our quality program around **your business objectives**
- **Commitment #2:** Providing **real-time data** that will help you grow your business
- **Commitment #3:** Constantly **reviewing and improving** our quality program to provide the maximum benefit
- **Commitment #4:** Ensuring your customers always come first by **continuously measuring customer experience results**

Quality monitoring can provide valuable visibility into your contact center's performance,

Allow us to PROVE our quality commitment to you. You're invited to attend our popular workshop where you'll see our quality firsthand. [Simply sign up now — There's no cost](#)

CONTACT US

[Image Header Copy]

CONNECT WITH QUALITY

TAKE THE FIRST STEP TO BETTER QUALITY MANAGEMENT

Your customers and clients are the heart of your organization. Their satisfaction and actions determine your success. Sage Advantage has the vast expertise and technologies to improve your organization's customer satisfaction and retention through proven quality management services for contact centers.

If you want a live demonstration, [sign up for our free, no-obligation demo.](#)
If you want to see all the benefits our quality management services provide, [register for our free workshops](#) at a time convenient for you.

Or for immediate answers and solutions about how we can improve your call center, please call us at (866) 645-6478 or complete the simple form below.

- Name *
- Email *
- Phone Number
- Questions & Comments?



SEND MY MESSAGE

FREE INTERACTIVE WORKSHOPS

[Image Header Copy]

GROW YOUR CUSTOMER SATISFACTION AND RETENTION 146% THROUGH A BETTER QUALITY PROGRAM

ATTEND ONE OF OUR FREE WORKSHOPS

WHAT YOU WILL LEARN

- **Key Components** of Successful Quality Programs
- Results of **Empowering Agents with Performance Data**
- **Five Barriers to Success** and How to Address Them
- **Real World Examples** of Successful Implementation

What Previous Attendees Have Said

“Our team really appreciated all of the insight. The real world examples and illustration of achieving results was excellent, it really helped us identify several things we need to work on.”

- National Insurance Company

“I want to thank the Sage team for providing excellent usable insight. Our team took away very practical concepts that we were able to apply within our contract center.”

- National Financial Services Company

Register for the workshop
and select a convenient time slot below.

Grow Your Customer Satisfaction and Retention 146%
Through a Better Quality Program

55 Minutes

Sage Advantage – Many of our clients are enjoying greater customer satisfaction, higher retention rates and record-breaking sales — all thanks to their transformed quality programs. Learn the secrets to transforming your own quality program.

In this interactive workshop, you'll have the opportunity to ask questions, share your experiences and even get beneficial feedback from our experts. One warning: Space is limited to allow for discussions. If the date you select is full, please select another one.

FREE ONE-ON-ONE DEMO

[Image Header Copy]

A PERSONALIZED DEMO JUST FOR YOU

NOTHING COMPARES TO OUR LIVE DEMONSTRATION!

Let one of our experts show you how our quality management services and technologies can positively impact your customer experience, retention rates and ultimately your business success.

Sage Engineered Quality Program – Demonstration
55 Minutes