

Delivering Call Center Solutions

# ASHAUN

## call center solutions

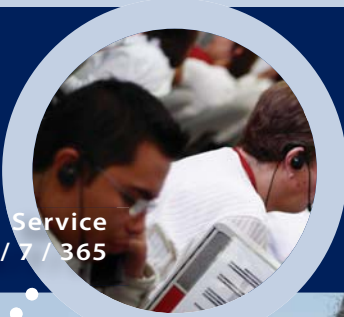
Delivering superior & seamless  
customer service – from  
our people to your customers



ASHAUN, LLC

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ASHAUN, LLC



Service  
24 / 7 / 365



Superior  
Customer Service



Client-Tailored  
Solutions

## OUR SERVICES INCLUDE:

- Customer Service
- Quality Assurance Monitoring
- E-Commerce
- Third Party
- Verification
- Financial Services
- Product Upselling
- Credit Card Service
- Insurance Claims
- Processing
- Order Entry
- Reservations
- And More
- Training
- Information Library
- Skill-based employee screening & selection

## DELIVERING CONTACT CENTER SOLUTIONS

ASHAUN delivers exceptional customer service to your customers, invisibly and seamlessly. Our team ensures that your customer relationships and brand loyalty are not merely retained, but significantly improved. That frees your time and resources to focus on your company's core competencies.

### OUR PEOPLE.

At ASHAUN, our people make the difference. By identifying, training and retaining the best in our industry – ASHAUN's human assets stand second to none. ASHAUN's management staff alone brings more than 30 years combined call center experience.

We also use skill-based employee screening and selection, numerous levels of quality assurance monitoring, and performance recognition to ensure that our team is a knowledgeable extension of your own human assets.

### YOUR CUSTOMERS.

ASHAUN believes – and will demonstrate – that each contact presents a myriad of opportunities that must not be overlooked. By leveraging each call interaction,

ASHAUN will not only deliver higher customer satisfaction, but also significant cost savings to your company.

We use analytics, quality assurance monitoring, and rigorous performance standards to strengthen ASHAUN's ability to understand and effectively respond to your customers' needs.

### TAILORED TO YOUR NEEDS.

ASHAUN is also committed to developing strategies that effectively anticipate growth and change in your company's needs and requirements. We partner with your company to create the optimal solution – including tailored reporting and performance monitoring. We believe creating customized measurement tools meaningful to your company's objectives critical to *ensuring that we deliver what we've promised, 100% of the time.*

## YOU'RE IN GOOD COMPANY / ASHAUN'S CLIENTS:



“Ashaur's call center performance for the Tennessee Lottery has been superb.”

Rebecca Paul Hargrove  
President & CEO, Tennessee Lottery