



Alpine Quality **The foundation of our success.**

Alpine Access earns our clients' loyalty and trust by providing services and interaction experiences of the highest quality and greatest value. In fact, this foundation of quality is the bedrock of our success. We consistently meet or exceed our client's expectations for service quality and performance—each and every time we talk to a customer.

OUR PEOPLE AND PROCESSES MAKE THE DIFFERENCE

- :: Mature, experienced people provide a higher level of quality customer service
- :: Continuous improvement program keeps quality high
- :: Our promise of quality protects your brand and ensures the best value for you and your customers

That's right. At Alpine Access, we believe our clients and their customers define quality—they do this every day by choosing our services and our clients' products. They are promised and expect the best services and products. To deliver on this promise, we listen to your customers, your business and our employees and structure our quality program based on their voices and experiences.

THE VOICE OF THE CUSTOMER

Alpine Access continually monitors the quality of customer interactions to improve your customer's total experience.

We do this through a multi-tiered process:

- :: Conduct satisfaction surveys to assess performance and focus on areas for improvement
- :: Analyze customer escalations to identify best practices/improvement opportunities and provide feedback to clients
- :: Modify internal processes based on customer feedback
- :: Listen to customer interactions to ensure CCPs are building relationships with customers
- :: Ensure first-call resolution on every call
- :: Participate in client-sponsored customer feedback sessions to identify improvement opportunities
- :: Conduct quarterly business reviews focused on improving customer satisfaction
- :: Assess customer satisfaction across industry benchmarks



Alpine Access consistently performs in the top third of our clients' networks for customer satisfaction and quality metrics.

VOICE OF THE EMPLOYEE

It takes one bad customer experience to change the perception of your brand. Alpine Access knows our employees are your brand ambassadors; they influence customer perception and help retain customer business. To lower attrition and motivate our employees, we listen to their voices and implement a continuous improvement process delivering on your high promise of quality.

- : Establish tailored recognition programs for each client and manage award programs aligned to key metrics
- : Identify and save at-risk CCPs through high-touch management interactions
- : Solicit employee feedback to drive operational efficiencies and increase employee satisfaction and retention
- : Model each program's career track to allow CCPs to progress into support and management positions
- : Track initial training employee satisfaction for improvement initiatives and provide ongoing training
- : Select CCPs to solve employee issues across programs
- : Conduct town halls each quarter

HEAR THE DIFFERENCE

Alpine Access doesn't just raise the bar, we take your brand to a whole new level, with superior employees providing the best customer care available. Call us today to hear what Alpine Access can do for you!

VOICE OF THE BUSINESS

When you partner with Alpine Access, we listen to your needs and tailor our continuous improvement program to align with your quality guidelines and metrics.

- : Monitor CCP adherence to your requirements, including soft skills, call adherence, and policy/procedure
- : Ensure CCP compliance to all industry-related regulatory requirements
- : Manage adherence to contractual metrics
- : Define operational standards to drive efficiency (e.g., calls/hour, revenue/call)
- : Monitor standards and correct as necessary
- : Create and manage function-specific scorecards (customer, employee and stakeholder focused)
- : Provide high levels of customer support to drive client profitability

A FOUNDATION OF QUALITY

At Alpine Access, a foundation of quality supports the trust built between our company, our clients and their customers.