



Where the only
call that matters
is yours...

Outbound Services

Appointment Setting

Lead Generation

Lead Qualification

Lead Nurturing

Marketing Research

Event Registration

Database Cleanup

Inside Sales

Inbound Services

Professional Answering

Customer Service

Help Desk

Customer Support

QCSS Inc.
275 W Dundee
Buffalo Grove, IL
60089
www.qcssinc.com
800.609.9038

NEWS RELEASE

For more information, contact:

Karin Hall, CSO

P: 800-609-9038 | F: 847-229-7047

khall@qcssinc.com

FOR IMMEDIATE RELEASE April 4, 2012

Buffalo Grove, IL – QCSS Inc., a Chicago-based Call Center and Telemarketing Firm, announces new 100+ seat Smart-Center, opening early summer 2012

The expansion, currently under development, is located in Deer Park, IL (a mere 15-minute commute from the current Buffalo Grove central office). The 9,000 square foot space will offer the opportunity to create an additional 100+ seats for QCSS.

"We've been steadily expanding for several years now, and it's time for us to add a substantial amount of seats to have the ability to handle larger accounts and offer our clients more flexibility." said Catherine Karabetsos, CEO of QCSS. "We're also very passionate about job creation—which will be a crucial piece of this new center."

The call center and telemarketing firm has been serving companies all over the country for the past 21 years. As the need for online support continues to grow (live web chat & email response), QCSS is looking to create a comprehensive solution for businesses. The new smart center will offer more internet-based tools and capabilities, creating a more robust solution for their clients. The adaptation of digital channels is predicted to save response time and improve overall efficiency.

"Our central focus at the firm has always been to give our customers the best service experience. We have outgrown our space—and the new facility will be the perfect opportunity to upgrade our systems—providing our customers more integrated solutions" claims Marketing Director, Eugene Borisov.

The new office will also align perfectly with the job coalition QCSS is involved in. As a member of Jobs4America, the company pledges to hire approximately 200 new employees over the course of the next 2 years, 10% of which are targeted to be servicemen/women and their families.

To learn more about QCSS, please visit www.qcssinc.com or call **800.609.9038**

QCSS, Inc. **generates revenue opportunities** for companies who want to **increase** the **efficiency** and **effectiveness** of their sales and marketing efforts. Our team of professionals performs inbound and outbound telemarketing, appointment setting, and other front-line sales activities that companies have traditionally found difficult to measure, manage and staff.

When we combine our **industry experience** with our clients' **aggressive sales targets**, we fill that unmet need called 'execution', and **empower our clients** to achieve **great results**. With QCSS's **proven process**, our clients **maximize** their front-line sales productivity, and ultimately their company's **profitability**.

