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NEWS RELEASE

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Buffalo Grove, IL – QCSS Inc., a Chicago-based Call Center, Is Doing Their Part in Bringing Jobs Back from Overseas.

“We will not go back to an economy weakened by outsourcing...” President Obama explained in his State of the Union address.

A statement QCSS, Inc. (Quality Customer Service & Sales) has stood behind for many years. Beside their support in the Jobs 4 America coalition and the hiring of veterans & families movement, QCSS now gets behind a proposed bill in our government.

Congressmen Tim Bishop (D-New York) and David McKinley (R-West Virginia) introduced *The U.S. Call Center Worker and Consumer Protection Act*. The proposition helps battle the offshoring of US jobs, specifically in the call-center industry. This legislation would require companies that outsource positions overseas to make that information publically known and would be banned from federal grants or guaranteed loans for the next 5 years.

In the past, many of America's biggest companies believed outsourcing call-center jobs outside the country seemed economically viable. We are now beginning to understand how it has assisted in crippling our economy. Those jobs would have served as a foundation in ending our alarming high unemployment rate of **8.5%** (<http://www.bls.gov/cps/>).

Aside from our jobs being lost, customer service satisfaction of US consumers is at an all-time low. Being transferred from country to country has almost become a norm for big name organizations. This process forces a consumer to speak with representatives that are difficult to understand. As a result, a growing number of Americans claim that customer service of large corporations has been on a steady decline for the past 10 years.

Several items the proposed bill would accomplish if passed:

- The Department of Labor would be required to list all firms outsourcing call center jobs overseas
- Create ineligibility for direct or indirect loans to these outsourcing firms for the next 5 years
- 120 day notice required for outsourcing call center jobs offshore
- A requirement for call center agents to be honest about their location when asked
- Companies that decide to outsource MUST also have the ability to transfer those calls back to the U.S. upon customer request

Isaac Ryland, VP of Operations at QCSS, comments, **“This bill is a huge step in the right direction – if we’re going to get our economy back on track, the first priority is to put Americans back to work. This bill will ensure that good paying American jobs are brought back to our shores and help American-based companies return to the high level of customer service that customers deserve.”**

Call your local congressmen or visit: http://action.cwa-union.org/c/11/p/dia/action/public/?action_KEY=3052 online and let them know you support America's future.

