



Who's Who In Teleservices

By Tracey E. Schelmetic
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Once again, the editors of Customer Inter@ction Solutions have compiled what is one of our top five most popular and requested resources: the annual Teleservices Agencies Who's Who listing. To make this a highly valuable tool, we've kept it as simple as possible, to present a large array of companies, many of whose services can be custom fitted to suit your outsourcing needs to a tee. We invite you to peruse these companies' Web sites and read about their professional services, both domestic and abroad. In an economic climate such as this, there is only one rule for certain: You can't afford to put your customer service into the hands of amateurs. That said, we are happy to present the listing.

Key:

- A. Inbound
- B. Outbound
- C. Multilingual Services
- D. Interactive (IVR)
- E. E-mail capabilities
- F. Text chat

1 2 1 Direct Response
Philadelphia, PA
Contact: Jeff Plaut
e-mail: plautj@121directresponse.com
Web: www.121directresponse.com
Services: A, B, D, E

24-7 INtouch Regina,
Saskatchewan, Canada
e-mail: sales@24-7intouch.com
Web: www.24-7intouch.com
Services: A, C, D, E, F

ACP Interactive, LLC
San Francisco, CA

The Frantz Group Grafton, WI
Web: www.thefrantzgroup.com
Services: A, B, C, D, E, F

Full Perspective Video Services, Inc.
Indianapolis, IN
Web: www.fpvid.com
Services: A, B, C, D, E

GC Services Limited Partnership
Houston, TX
e-mail:
marketing.communications@gcserv.com
Web: www.gcserv.com
Services: A, B, C, D, E, F

SITEL Corporation
Omaha, NE
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Web: www.sitel.com
Services: A, B, C, D, E, F

Soluziona ([News](#) - [Alert](#)) Consultoría y Tecnología S.L.
Madrid, Spain
Contact: Cesar Martin del Alamo
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Web: www.soluziona.com
Services: D

Web: www.acpinteractive.com
Services: D

ACS, Inc.
Dallas, TX
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Web: www.acs-inc.com
Services: A, C, D, E, F

Advanced Data-Comm, a Working Solutions Company
Dubuque, IA
Contact: Michael Budde
e-mail: mbudde@advanced-data.com
Web: www.advanced-data.com
Services: A, B, C, E, F

AFFINA – The Customer Relationship Company
Peoria, IL
e-mail: services@affina.com
Web: www.affina.com
Services: A, B, C, D, E, F

Alert Communications
Pasadena, CA
Web: www.alertcom.com
Services: A, B, C, D, E, F

Alliance Direct Marketing Services, Inc.
Hurst, TX
e-mail: info@alliancedms.com
Web: www.alliancedms.com
Services: A, B, C, D, E

Alpine Access
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e-mail: sales@alpineaccess.com
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Services: A, C, E, F

Alta Resources
Neenah, WI
e-mail: insight@altaresources.com
Web: www.altaresources.com
Services: A, B, C, D, E, F

Ambergris Solutions
Pasig, Philippines
Web: www.ambergrissolutions.com
Services: A, B, C, D, E, F

AnswerNet Network
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Global Response
Margate, FL
Web: www.globalresponse.com
Service Type: A, C, D, E, F

Hamilton Contact Center Services
Aurora, NE
e-mail: marketing@hamiltontm.com
Web: www.hamiltontm.com
Services: A, B, C, D, E, F

Harte-Hanks
San Antonio, TX
e-mail: contactus@harte-hanks.com
Web: www.harte-hanks.com
Services: A, B, C, D, E

Help Desk NOW Inc.
Web: www.helpdesknow.com
Services: A, B, C, D, E, F

The Heritage Company, Inc.
North Little Rock, AR
Web: www.theheritagecompany.com
Services: A, B, E

Hispanic Teleservices Corporation
Houston, TX Contact: Kit Cooper
e-mail: kit.cooper@htc.to
Web: www.htc.to
Services: A, B, C, D, E, F

ICT Group
Newton, PA
Web: www.ictgroup.com
Services: A, B, C, D, E, F

Influent Inc.
Dublin, OH Contact: Hayley Savage
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Web: www.influentinc.com
Services: A, B, C, E

InfoCision Management Corporation
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Services: A, B, C, D, E, F

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Sound Telecom
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Services: A, B, C, D, E, F

Source 1 HTMT
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Web: www.source1htmt.com
Services: A, B, C, D, E

SR. Teleperformance
Paris, France
Web: www.srteleperformance.com
Services: A, B, C, D, E, F

The Survey Center
Mashpee, MA
Web: www.thesurveycenter.com
Services: B, E

Sykes Enterprises ([News](#) - [Alert](#)) , Inc.
Tampa, FL
Web: www.sykes.com
Services: A, C, D, E, F

Synergy Solutions, Inc.
Phoenix, AZ
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Services: A, B, C, D

Taction, The Contact Center
Waldoboro, ME
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Web: www.taction.com
Services: A, B, D, E, F

Talk2Rep Call Centers
Tamarac, FL
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Web: www.talk2rep.com
Services: A, B, C, D, E, F

TCIM Services, Inc.
Wilmington, DE
Web: www.tcim.com
Services: A, B, C, D, E, F

TechTeam Global ([News](#) - [Alert](#))
Southfield, MI
Web: www.techteam.com
Services: A, B, C, D, E, F

Web: www.answernet.com
Services: A, B, C, D, E, F

APAC Customer Services, Inc.
Deerfield, IL
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Archway Marketing Services
Rogers, MN
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Services: A, C, D, E

ARO, Inc.
Kansas City, MO
e-mail: sales@callcenteroptions.com
Web: www.callcenteroptions.com
Services: A, B, C, E

B2B Lead Machine, Inc.
Mesa, AZ
Web: www.b2bleadmachine.net
Services: B, E

CallNet Call Center Services, Inc.
Bloomington, IN
Web: www.callnetservices.com
Services: A

CanTalk Canada Inc.
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Services: A, B, C, D, E

Center Partners, Inc.
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Cerida
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Services: A, B, E, F

Web: www.informed-sources.com
Services: B, C, D, E, F

InfoVox Ltd.
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Web: www.infovox.com.co
Services: A, B, D, E, F

InPulse Response Group
Phoenix, AZ
Web: www.inpulseresponse.com
Services: A, B, C, D, E, F

InService America
Forest, VA
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Services: A, B, C, D, E, F

IntelliCare
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Services: A, B, C

InTouch Solutions
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Web: www.isacorp.com or
www.its-smartcalls.com
Services: A, B, C, D, E, F

IVR Technology Group
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Web: www.telassist.com
Services: A, E

TeleDirect International, Inc.
Scottsdale, AZ
Web: www.tdirect.com
Services: A, B, C, D, E, F

Telelogix Karachi,
Pakistan and Oak Ridge North, TX
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Services: A, B, C, D, E

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TeleRep
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Services: A, B, C, D, E, F

Teleryx
Horsham, PA
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Teleservices Direct

CeSaps
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Services: A, B, C, D, E, F

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e-mail: sales@the-connection.com
Web: www.the-connection.com
Services: A, B, C, D, E, F

Connexions Inc.
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Web: www.connexions.com
Services: A, B, C, D, E, F

Convergys (News - Alert) Corporation
Cincinnati, OH
e-mail: marketing@convergys.com
Web: www.convergys.com
Services: A, B, C, D, E, F

Cross Country Automotive Services
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Web: www.customerfocusservices.com
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Cyber City Teleservices

L3 Microdyne Outsourcing
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Services: A, B, C, D, E, F

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Services: D

MicahTek Inc.
Broken Arrow, OK
Web: www.micahtek.com
Services: A

Millennium Teleservices
Edison, NJ
Web: www.mmtel.com
Services: A, B, C, D, E, F

Mills Marketing & TeleServices, LLC
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NCO Group, Inc.
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Services: A, B, C, D, E, F

NOVO 1, Inc.

Indianapolis, IN
Web: www.teleservicesdirect.com
Services: A, B, C, D, E, F

TeleSpectrum, Inc.
King of Prussia, PA
Web: www.telespectrum.com
Services: A, B, D

TeleTech Holdings, Inc.
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Telvista, Inc.
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Services: A, B

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TRG Customer Solutions
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Verizon (News - Alert) International Teleservices, C. por A.

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Web: www.cctl.com
Services: A, B, C, D, E

DialAmerica Marketing, Inc.
Mahwah, NJ
Web: www.dialamerica.com
Services: A, B, C, D, E, F D

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Services: A, B, C, D

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Web: www.econnectasia.com
Services: A, B, C, E

EMS, Inc.
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Web: www.emscrm.com
Services: A, B, C, D, E, F

Envox Worldwide (News - Alert)
Westborough, MA
e-mail: us.sales@envox.com
Web: www.envox.com
Services: A, B, C, D, E

ePERFORMAX Contact Centers Corporation
Cordova, TN and Makati City, Philippines
Web: www.eperformax.com
Services: A, B, C

Epixtar Corp.
Miami, FL
www.epixtar.com

Waukesha, WI
e-mail: hlevenhagen@novol.com
Web: www.novol.com
Services: A, B, C, D, E, F

O'Currance Teleservices
Salt Lake City, UT
Web: www.ocurance.com
Services: A, C, D, E

OKS-Ameridial Worldwide
Canton, OH
Contact: Steve Trifelos
e-mail: trifelos@oksameridial.com
Web: www.oksameridial.com
Services: A, B, C, D, E, F

Omnimatic São Paulo, Brazil
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Web: www.omnimatic.com.br
Services: A, B, C, D, E, F

OnviSource, Inc.
Plano, TX
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Web: www.onvisource.com
Services: A, B

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Phone: +571 5231170
Web: www.outsourcing.com.co
Services: A, B, C, D, E, F

PCCW Contact Center Business
Hong Kong
Web: www.pccw.com/contactcenter/
Services: A, B, C, D, E, F

PentaServ
New Delhi, India
e-mail: info@pentaserv.com
Web: www.pentaserv.com
Services: A, B, D, E

Perfexa Solutions
Costa Mesa, CA and Gurgaon, India
Web: www.perfexa.com
Services: A, B, E, F

Prairie Voice Services
Omaha, NE
Contact: Ann Cannon

Miami, FL and Santo Domingo, Dominican Republic
Contact: Jose Luis Guzman
e-mail: jose_luis_guzman@verizon.com.do
Web: www.vzit.com.do
Services: A, B, C, E

Vision-X Inc.
Los Angeles, CA
Web: www.vxi.com
Services: A, B, C, D, E, F

Voice Teleservices
Portland, ME
Contact: David Sawicki
e-mail: dsawicki@voicellc.com
Web: www.voiceteleservices.com
Services: A, B, C, D, E

Voxdata
Montréal, Québec, Canada
Web: www.voxdata.com
Services: A, B, C

West Corporation
Omaha, NE
e-mail: sales@west.com
Web: www.west.com
Services: A, B, C, D, E, F

Wipro BPO (a division of Wipro Ltd. (News - Alert))
Bangalore, India
e-mail: info@wipro.com
Web: www.wipro.com
Services: A, B, C, D, E, F

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Worldwide Call Centers, Inc.
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Web: www.worldwidecallcenters.com
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XO Interactive
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Services: A, B, C, D, E

e-Services Group International

Houston, TX and Montego Bay, Jamaica

Web: www.e-servicesgroup.com

Services: A, B, C, E, F

eTelecare Global Solutions

Scottsdale, AZ

e-mail: info@etelecare.com

Web: www.etelecare.com

Services: A, B, E, F

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Excell Agent Services, L.L.C.

Lubbock, TX

e-mail: sales@excellagent.com

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Services: A, B, D, E, F

Qinteraction

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Services: A, B, C, D, E, F

Selway Group, Inc. Mesa, AZ

Web: www.selwaygroup.com

Services: A, C, D, E, F

Servit Outsourcing

Bucharest, Romania

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Web: www.romsourcing.com

Services: B, C, E, F

Signius

Princeton, NJ

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Services: A, B, C, D, E, F

Services: D