

## OutsourceSelect

**FULLY CUSTOMIZABLE  
CALL CENTER  
SOLUTIONS DESIGNED  
TO PROVIDE THE  
HIGHEST LEVELS OF  
CUSTOMER SERVICE  
WHILE REDUCING COSTS  
& YOUR SCHOOL'S  
ADMINISTRATIVE  
WORKLOAD.**



## OutsourceSelect

Ensure excellence and expertise in your student support process with a partner focused on higher education.

ECSI's services have been the gold standard of the higher education industry for more than 45 years. This expertise has allowed us to create the OutsourceSelect Solution - we take on your incoming calls from students, so you can focus your attention on other departmental tasks. Our services are fully scalable, allowing us to assume as many or as few of your responsibilities as you wish. We also offer student-friendly methods of communication, including live chats, mobile SMS, and a call-back feature with virtual placeholder.

OutsourceSelect allows for plenty of customization. We brand and refer to ourselves as your institution to ensure your students are comfortable talking to our representatives. Schools can also alter website names, phone numbers, and email messages to fit their standards. We offer flexible training for your staff, as well as regular updates on metrics and analytics on your students' contact with our team. The goal of an OutsourceSelect partnership is to free up as much time for our clients as we can.

## OutsourceSelect Benefits

### Cost-Effective

ECSI manages the telephones, technology, and system maintenance at no additional cost to your institution. We also ensure complete compliance with all applicable regulations. You only pay for the time our representatives spend assisting students or parents.

### Busy Signals are a Thing of the Past

Students and parents will have access to reliable phone and live chat customer service that is completely scalable based on demand. Now, you can focus on the students in front of you and rest assured knowing students and parents are receiving best-in-class customer service.

### Communicate Your Students Way

60% of students prefer to contact businesses via live chat or SMS text messaging. With ECSI, you can offer the communication channels your students want, while still offering phone support to those who want it. We offer live chat, mobile SMS messaging, and we provide a call-back feature with virtual placeholding.

### One-Stop School-Branded Shop

OutsourceSelect is white-labeled as your institution's name and brand guidelines to ensure consistency and that your students feel comfortable talking to our representatives as an extension of your school.

### Free Up Your Staff

By utilizing ECSI's OutsourceSelect solution, your staff will be free to focus on the students who require direct assistance and helping at-risk students find a pathway to success.



### Industry-Leading Client Support

ECSI's Client Support Team is your one-stop-shop for any questions, issues, or training you need. Our knowledgeable Dedicated Client Support Representatives are passionate about ensuring you have everything you need to be successful. With multiple contact methods such as toll-free phone, email, and our online ticketing system, ECSI makes it easy for clients to get the answers they need.

### Endless Outsource Capabilities

ECSI is able to support your office in myriad ways. We offer many customizable outsource solutions in addition to our hallmark call center solution. We have assisted clients with a wide array of projects and services including, but not limited to:

- Custom Letters, Phone Calls, & Emails
- Address & Phone Number Skip Tracing
- Document Imaging
- Trailing Document Management
- Mass Email Services
- Transcript Request Services



### Customizable Real-Time Dashboards

ECSI's OutsourceSelect solution offers clients a completely customizable dashboard, so you can monitor the call center metrics most important to you.



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**OutsourceSelect**<sup>SM</sup>