Davis Professional Services
Contact Center Capabilities Statement

Who we are

Davis Professional Services (DPS) provides strategies to win and retain customers. Our consultants provide services to enhance contact center efficiencies, increase productivity, and enable best-in-class service.

We start by gathering requirements, assessing current state environments, and uncovering dependencies. We then provide comprehensive plans that contain everything the business needs to be successful. And we support the execution to ensure all business needs are met.

What we do

- Performance Management Guides
- Reports & Metrics
- Job Profiles & Aids
- Standard Operating Procedures
- Customer Service Processes
- Service Level Agreements
- Scorecards
- Key Performance Indicators
- Customer Service Templates & Scripts
- Training Tools & Delivery

Why us

- **Client focus** - we become an extension of our clients' teams immersing ourselves into their culture and ways of working
- **Service excellence** - we leverage our industry experience and incorporate best practices to address our clients' pressing needs
- **Flexibility** - we adapt to our clients' ever-changing environments
- **Continuous improvement** - we are committed to continuous education to equip us their skills to provide our clients with the best solutions
- **Trusted advisor** - we build trust with our clients enabling our teams to work with little oversight

Designations

DUNS: 080549531
Cage Code: 7TVG9

Contact

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SBA WOSB
Woman Owned Small Business

Certified WBENC
Women's Business Enterprise
Certified ✓

NMSDC
MBE Certified

NAICS

- **541611**
- **561422**
- **541618**
- **541990**
- **611430**

PSC

- **R408**
- **R499**

Clients

- **RentPath**
- **KPMG**
- **Purchasing Power, LLC**
- **Sitel Corporation**
- **Hewlett Packard (HP)**

Certifications

- **Woman-Owned Small Business (WOSB)**
- **Minority Business Enterprise (MBE)**
- **Women's Business Enterprise National Council (WBENC)**
- **City of Atlanta African American/Female Business Enterprise (AABE/FBE)**
- **Georgia Disadvantaged Business Enterprise (DBE)**