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Call Center

Wolters Kluwer, CCH Small Firm Services, a global provider of tax, accounting and trust tax solutions, has been named one of the Top 50 medium-sized call centers in North America as part of the 2015 Top 100 Call Center awards by BenchmarkPortal.

Apr. 30, 2015



For the second year in a row, [Wolters Kluwer, CCH Small Firm Services](#), a global provider of tax, accounting and trust tax solutions, has been named one of the Top 50 medium-sized call centers in North America as part of the 2015 Top 100 Call Center awards by BenchmarkPortal, the premier research and educational organization for customer contact best practices.

This competition compares the performance of contact centers across North America by evaluating their key metrics against industry peers. Entries are all cross-checked, validated and approved by certified call center experts, and resulting submissions are scored on both quality and cost efficiency.

“This is another great achievement for our Customer Care team and wonderful recognition of the hard work and effort that we continuously put into our customer-focused operations,” says Jason Marx, president of Wolters Kluwer, CCH Small Firm Services. “How we service the needs of our customers matters. We are committed to delivering the highest levels of service year-round, and BenchmarkPortal’s award is great validation of those efforts.”

Because the Top 100 process is based entirely on statistical comparison to the world's

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“The Wolters Kluwer, CCH Small Firm Services contact center is among the best in its industry,” says BenchmarkPortal CEO Bruce Belfiore. “This award was granted on the basis of objective, metrics-driven performance. Wolters Kluwer, CCH Small Firm Services stood tall against its competitors according to the world’s largest database of call center metrics. This is not easy to do, and we congratulate them on their accomplishment.”

Firm Management • Software

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