

## Enablement Services

We collaborate with our partners to strengthen and augment operations by staffing vital customer service and contact center support roles. The preparation and training we provide ensures consistently professional responsiveness to customers in and outside of your organization.



### SERVICES

- Call Center Support and Management
- Help Desk Support
- Customer Service
- Staff Augmentation

### OUR APPROACH

#### **Results-driven, solutions-focused.**

Our Call Center and Help Desk consultants deliver superior service and subject matter expertise. Team members meet established service level agreements and exceed key performance indicators for clients, customers, partners and vendors.



*“William Everett has always quickly and willingly provided what we need for our projects. That high level of responsiveness and their consistent, honest communication has made us a cohesive team.”*

**Ron Kaiser**  
Project Executive,  
Kyndryl, formerly IBM

Always on **partnership**



## Staffing Chicago Adjudication, Noticing and Violation Administration System (CANVAS)

Our Call Center operations staff and Customer Service team members are trained to pay close attention to detail for the city's Department of Finance.

Staff become experts who review potential parking, speeding and red-light traffic violations; verify and enter traffic violation data; research and respond to customer ticket inquiries, and process ticket payments and tickets contested by mail.



### OTHER ENGAGEMENTS



#### Department of Water Management

Call Center, In-Person  
Customer Service Center,  
Full Payment Certificates



#### Department of Revenue

Countywide Debt  
Collection Services

#### Cook County Courts and Department of Corrections

Printer Maintenance,  
Customer Support



We are a national management and technology consultancy trusted by leading cities, public institutions, global companies and Fortune 500 technology consultancies to help them adapt, evolve and grow.

Founded in 2010, William Everett is a certified Black- and woman-owned business.

wegrp.com | Certified MBE/WBE/DBE

To learn how we can help your organization adapt, evolve and perform contact:



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