



Press Release

Global Experience Specialists Contact Centers Recognized for Providing an Outstanding Live Phone Channel Customer Service Experience for a Seventh Consecutive Year Reports J.D. Power

WESTLAKE VILLAGE, Calif.: 1 September 2015 — Global Experience Specialists (GES) has been recognized for contact center operation customer satisfaction excellence with its live phone channel for a seventh consecutive year under the J.D. Power Certified Contact Center Program.SM The Certified Contact Center Program distinction acknowledges a strong commitment by GES service contact center operations to provide “An Outstanding Customer Service Experience.” GES achieved certification for the live phone channel, including interactive voice response (IVR) routing and customer service representative (CSR).

For more information on the [Certified Contact Center Program](#), please visit [JDPower.com](#).

To become certified, the contact center successfully passed a detailed audit of more than 100 practices that encompass their recruiting; training; employee incentives; management roles and responsibilities; and quality assurance capabilities. As part of its evaluation, J.D. Power conducted a random survey of GES customers who recently contacted its contact center in Las Vegas, Nev.

“GES has demonstrated their commitment to their customer’s satisfaction once again by earning their seventh consecutive live phone channel certification,” said Mark Miller, contact center practice leader at J.D. Power. “Congratulations to the entire customer care team at the GES Servicenter for this outstanding accomplishment.”

For certification status, a contact center must also perform within the top 20 percent of customer service scores, which are based on benchmarks established in J.D. Power’s cross-industry customer satisfaction research. The evaluation criteria include the customer service representative’s courtesy, knowledge and concern for the customer; promptness in speaking to a person; and timely resolution of the problem or request. Additionally, the experience with the automated phone system is evaluated based on the clarity of the information provided, the ease of navigating the phone menu prompts and the ease of understanding the phone menu instructions.

“GES is honored to achieve J.D. Power certification for a seventh year in a row,” said GES senior vice president of customer service, Chris Elam. “As a global, full-service provider for live events, we are committed to making it easy for our clients to do business with us. This achievement demonstrates our dedication to superior customer service. It’s deeply ingrained in our culture, and our employees are the focal point of achieving these outstanding results. I extend my sincere appreciation to the National Servicenter team on this well-deserved certification.”

Launched by J.D. Power in 2004 to evaluate overall customer satisfaction with live phone interactions and to help organizations in various industries increase their efficiency and effectiveness by establishing and continually updating leading practices for handling service calls, the Certified Call Center Program is now called the Certified Contact Center Program, which certifies the live phone channel, the IVR self-service channel and the Web self-service channel.

About J.D. Power

J.D. Power is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. Headquartered in Westlake Village, Calif., J.D. Power has offices in North/South America, Europe and Asia Pacific. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power is a business unit of McGraw Hill Financial.

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