

## Responsive, Scalable Contact Center Solutions

# Providing knowledgeable and compassionate call service support can make or break a data breach, class action, bankruptcy, or mass tort settlement program.

Staffed with trained and experienced personnel to handle the project at hand – responsiveness and accuracy are our top priorities. Epiq's range of automated and live response options via toll-free numbers ensure claimants and interested parties have access to the most accurate and current information at all times.

## What we offer



**Experience and Resources.** With a capacity of more than 2,700 contact center seats in our state of the art contact centers in Beaverton, Oregon; Dublin, Ohio; Phoenix, Arizona; and Tampa, Florida; our team handles millions of calls each year.



**Customizable Options.** Our Interactive Voice Response ("IVR") platform allows callers to interact with an automated system, with a variety of options for recorded or live assistance with a customer service representative. We also conduct outbound campaigns either through automated messages or via customer service representative outreach.



**Highly-Trained Customer Service Representatives ("CSRs").** Our stringent hiring process and comprehensive training program ensure our CSRs are assigned for projects that fit their skill sets. Our CSRs are monitored and evaluated for quality assurance several times per week to ensure a personalized and informative caller experience.



**Consistency and Reliability.** Our CSRs are prepared to place and answer calls with consistent and accurate information based on scripts we develop with our clients that are customized to the project at hand.



**Scalability & Flexibility.** Due to the nature of the services we provide, our Contact Center is particularly adept at adjusting staffing as required by the needs of our clients at any given time to meet peaks and valleys in call volume. We use a combination of historical call arrival patterns, future call drivers, and intraday call monitoring to right size staffing.



**Multilingual Offerings.** We have provided customer service in more than 65 languages and interpretation and translation services in 200 languages with toll-free numbers in numerous countries.



**Real-time Reporting.** All calls, both inbound and outbound, are captured and reported programmatically and may be reported to our clients on a daily or weekly basis.

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### Representative cases

#### Gulf Coast Claims Facility

We were hired to perform many complex administration tasks in connection with this \$20 billion voluntary Oil Pollution Act remediation program in response to the BP Oil Spill.

- Provided 24/7 customer support
- Staffed as many as 1,500 CSRs across multiple locations
- Handled over 7.2 million IVR calls and over four million live calls
- IVR platform handled as many as 370,000 calls in a single day of which 78,000 were handled by CSRs
- Staffed bilingual CSRs across multiple languages including Spanish, Vietnamese and Khmer

#### BP Deepwater Horizon Settlement

Our team was hired by the court-approved claims administrator on a massive, multi-year settlement valued at \$10.3 billion.

- Recruited and trained more than 800 new employees for the contact center
- Scaled resources up and down to accommodate for fluctuating call volume during the span of this engagement; staffed Contact Center with as many as 1,500 CSRs and as few as 100 CSRs
- Trained CSRs to handle sensitive calls due the tragic nature of this incident

#### Indian Trust/Cobell Settlement

Our team was retained by the U.S. Department of Justice and Plaintiffs' counsel on this \$3.4 billion landmark settlement, the largest government class action settlement in U.S. history.

- Over 12 million calls handled
- Translation services in 10 Native American languages
- Staffed over 500 CSRs across multiple shifts and offices.

#### T-Mobile Premium SMS Refund Program

We administered a national voluntary remediation refund program that affected a class of 13 million current and former customers.

- Sent 3.5 million notices via a combination of SMS text messages, email, and postcards
- Ramped-up to more than 400 CSRs in one week
- Established contact center options for 7 days per week across multiple shifts
- Provided IVR solutions as well as live operators in both English and Spanish
- Handled over 300,000 calls; nearly 1.4 million minutes of class member call time

#### Nwabueze v. AT&T Inc.

We administered this nationwide settlement affecting 25 million current and former AT&T customers concerning reimbursements for unauthorized third-party charges.

- Over 1 million calls handled
- Drafted and programmed multiple IVR solutions including, a basic informational IVR, notice and message options, and live operator coverage.
- Customized reporting
- Staffed over 300 agents across multiple shifts and offices