

# Stop Missing Business Calls!

## Let US Handle It 24/7



**COMPLETE CONTRACT CONSULTING**  
TURN OPPORTUNITY INTO REALITY

### Overview

Complete Contract Consulting is your One Stop Customer Call Center Provider in the US, operating a 175-seat agent call center out of our Riviera Beach, FL location along with a 150-seat call center in Atlanta, GA with remote agents. Complete Contract Consulting Call Center has Leverage over 25+ years in the Call Center Provider industry. Our highly educated and equipped agents are well trained with the best software ready at your command. Complete Contract Consulting has provided Call Center Service in various department such as fortune 500 companies, Universities, Distributors, Hotels, Government Grant programs, Hospital, Labs and other affiliated entities. Our biggest commitment is to provide the best customer service experiences.

### Our Services

- ☑ Unlimited global calling
- ☑ HD quality voice
- ☑ Secure voice calls (TLS and SRTP)
- ☑ Business SMS
- ☑ Unlimited call recording
- ☑ Post call survey
- ☑ Secure Pay
- ☑ Unlimited Internet Fax
- ☑ Native CRM
- ☑ Web callback
- ☑ Queued callback
- ☑ Inbound chat, email, social channels
- ☑ Co-browse
- ☑ Contact Center Agent Outbound Port
- ☑ Business SMS and texting
- ☑ Video and Audio Conferencing

### Insurance/Bonding

- ✔ General Liability \$1,000,000
- ✔ Auto Liability \$1,000,000
- ✔ Workers Compensation \$1,000,000

### Certifications

- ✔ Minority Business Enterprise
- ✔ Small Business Enterprise
- ✔ Disadvantaged Business Enterprise
- ✔ HUBZone Certified
- ✔ Woman Business Enterprise

### NAICS Codes/Specialties

- ✔ 561422
- ✔ 541613
- ✔ 541930
- ✔ 561421

**BONUS FEATURE**

### Interpreter Services

Our firm provides translation and interpretation services nationwide and internationally in 35 languages including the American Sign Language. 24/7 - 365 days a year.

**BONUS FEATURE**

### COVID-19 Testing & Vaccination Speciality

Our firm provides caller education in the area of COVID-19 as it relates to the type of test required for travel, to determine antibodies, results time frame, administration and to encourage vaccination participation by communities.

### References

#### ArcPoint Labs of West Palm Beach

Christian Mayer  
561-420-0010  
5601 Corporate Way Suite 108  
West Palm Beach, FL 33407  
cmayer@arcpointlabs.com


#### Broward County Government


Nadia Hankerson  
954-357-6560  
115 S Andrews Avenue  
Ft. Lauderdale, FL 33301  
nhankerson@broward.org

#### Arcpoint Labs of Fort Lauderdale

Greg Archer  
954-667-7908  
3317 NW 10th Terrace Suite 403,  
Fort Lauderdale, FL 33309  
GArcher@arcpointlabs.com

 **Business Name**  
Complete Contract Consulting LLC

 **Business Address**  
2001 Broadway Avenue, Suite 270  
Riviera Beach, FL, 33404 USA

 **Business Telephone**  
(561) 766-0884

 **Business Point of Contact**  
Sharna Barnes

 **Business Website**  
completecontractconsulting.com

 **Business Email**  
sbarnes@completecontractconsulting.com