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**TenPoint
Complete**

Driven by Experience

TenPoint Complete: There For All of Your Customer Contact Needs

Meet John Webb, partner and account manager at TenPoint Complete, a family-founded company headquartered in Plain City, Ohio.

TenPoint Complete provides business process outsourcing to companies of all sizes through their contact center services.

“We take administrative burdens off of companies, things that they don’t want to do themselves or are not their core competencies,” says John.

While TenPoint Complete offers many specialized services, their main offering is through their contact center - powered by the world’s number one CRM and technology platform. Through the use of customer satisfaction and NPS measurement, employee engagement surveys, scheduling, help desk, IVR artificial intelligence and customer journey mapping, TenPoint Complete assists other companies in being able to understand and learn more about those they service.

As a company whose start was in pharmaceutical telemarketing and has transitioned over time into a call center, contact center and now proudly a business development center for automotive, insurance and government entities, TenPoint Complete is committed to evolving with the technological landscape.

As they are a smaller company, John is aware of the way technology is becoming extremely prevalent in business today, “I think technology is

levelling the playing field to a certain extent so understanding how to take advantage of that is a big challenge.” Albeit a challenge they don’t shy away from, while TenPoint Complete has been providing social media and video review services for the last few years, they also look forward to more discovery and experimentation within these areas in the near future.

So, when John isn’t being a customer service whiz, what does he like to get up to?

You might be surprised to know that he is a bit of a thrill seeker, having raced for fun on the Indianapolis Motor Speedway and Daytona, “That’s certainly a rush, going 153 miles per hour taking a sharp right turn, that’ll get your attention pretty quick! It’s my passion away from work.”

If you’ve ever found yourself wanting to understand your clientele on a deeper level (or want to chat about the fast and furious life of car racing) reach out to John at TenPoint Complete.

To learn more about TenPoint Complete, visit:

tenpointcomplete.com

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