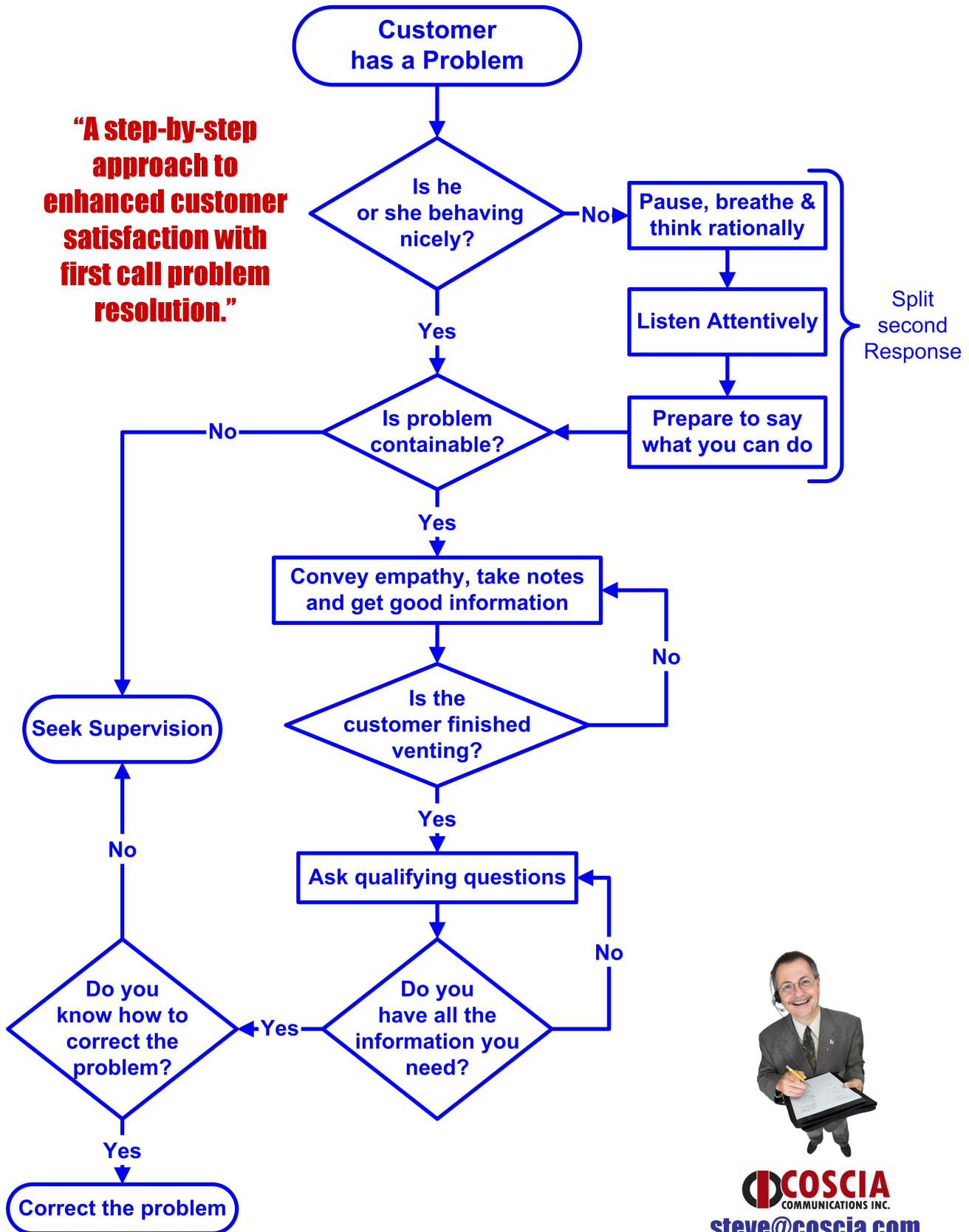


Contain, Qualify & Correct

Problem Solving Methodology

“A step-by-step approach to enhanced customer satisfaction with first call problem resolution.”



Split second Response



COSCIA
COMMUNICATIONS INC.

steve@coscia.com
610.853.9836
www.coscia.com