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FOR IMMEDIATE RELEASE

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Customer Service Solutions' Research Relationship with The Jackson Group Reaches the "400" Milestone

CHARLOTTE – Multi-lingual, multi-nation, multi-industry – that describes the scope of the partnership that Customer Service Solutions, Inc. (www.cssamerica.com) and The Jackson Group (www.thejacksongroup.com) celebrate in recently completing their 400th research engagement together. The partnership of these two organizations has included survey work for clients in professional sports, media, and government across North and South America as well as England.

"When you have the expertise of The Jackson Group in gathering satisfaction and research data for clients combined with the knowledge of Customer Service Solutions in how to use that data to improve customer relationships, you produce a wonderful service for many organizations." says Alan Jackson, President/CEO of The Jackson Group. "This partnership over the last seven years has benefited many organizations and helped them improve their own client retention. We feel we are providing a valuable service and doing so alongside a strong partner company."

"It's a great milestone to have reached," says CSS President Ed Gagnon. "We began working with The Jackson Group in providing research services to our clients in 2004, focusing on assessing customer satisfaction and gauging loyalty and risk of client loss. We have since conducted telephone and web-based surveys in multiple languages, countries, continents, and industries. It's been a great relationship that we look forward to continuing."

ABOUT THE JACKSON GROUP

Since 1976, The Jackson Group, Inc. has been providing innovative survey and consulting services to the healthcare industry. Survey options offered by The Jackson Group include employee, customer satisfaction, and community perception surveys, as well as special needs assessments. The company recently began offering its services to a broader range of industries with the addition of its business services division. The Jackson Group is dedicated to its mission of **"Helping organizations manage well, serve well, and communicate well."**

ABOUT CUSTOMER SERVICE SOLUTIONS, INC.

Founded in 1998, Customer Service Solutions specializes in designing/implementing customer retention and growth strategies, culture change strategies, customer service training, and research services such as mystery shopping and customer perceptions surveying. Ed Gagnon is also the author of [Ask Yourself...Am I Great at Customer Service?](#), a new book that describes what makes an individual GREAT at customer service. Call 704-553-7525 for more information.

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