

August 30, 2011
FOR IMMEDIATE RELEASE

Contact:
Edward D. Gagnon, President
Customer Service Solutions, Inc.
704-553-7525
<http://www.cssamerica.com>

Ed Gagnon of Customer Service Solutions Selected to Co-Host “Stepping Up Service” on The MESH Network

CHARLOTTE – A new media network called The MESH has selected Ed Gagnon, President of Charlotte-based Customer Service Solutions, Inc. (www.cssamerica.com), to co-host a monthly online show on customer service. “Stepping Up Service” will be co-hosted by Gagnon and MESH Executive Producer Alan Jackson.

“I’m excited about this opportunity to talk about trends, techniques, strategies, success stories, and horror stories in customer service,” says Gagnon. “Customer service and client retention become such a higher priority in tough economic times like these, so it’s great to have this method of sharing advice and guidance about these vital topics.”

The MESH is an online network of special interest shows available on the Internet with the ability to play on computers, mobile phones, or tablets such as iPads. The MESH is a production of Western North Carolina-based Jackson Group Interactive, and all of its programs are available on its web site, <http://www.themesh.tv>. All shows are free to listen, watch or download. Visitors to the web site can choose a show of interest, listen to the latest or past episodes at any time, and then choose to “subscribe” through iTunes to ensure they automatically receive new episodes whenever they are available. All shows, initially, will deliver monthly episodes.

“We’re very excited to be working with Ed on this new media network,” says MESH Director Mary-Margaret Baker. “The MESH was developed so that we could provide leading-edge, fun, and simply great content to individuals throughout the U.S. and in or other countries around the world as well. Ed can speak about customer service in such varied industries as retail, professional sports, government, education, and healthcare, so the shows are always interesting.”

ABOUT JACKSON GROUP INTERACTIVE

Jackson Group Interactive is a full-service video and multimedia production firm and a wholly-owned subsidiary of The Jackson Group, located at 219 1st Avenue SW in Hickory. The Jackson Group has been in business helping organizations “manage well, serve well, and communicate well” since 1976.

For more information about The MESH, to listen to any of the shows, or for instructions on subscribing through Apple iTunes, please visit the network web site at www.themesh.tv. Questions, suggestions, or feedback can also be sent directly to The MESH by email at info@themesh.tv.

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.

###

Contact:

Edward D. Gagnon, President
Customer Service Solutions, Inc.
704-553-7525

<http://www.cssamerica.com>

Follow us on Twitter at <http://twitter.com/edgagnon>