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FOR IMMEDIATE RELEASE

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### **CSS Releases COVID-19 Strategic Resources to Strengthen Culture, Service, and Customer Retention**

CHARLOTTE – To support businesses in these challenging times related to the economic effects of COVID-19, Customer Service Solutions, Inc. has created key strategic resources for organizational leaders.

Understanding that businesses are in a transitional period where organizational culture, the traditional customer experience, and client retention are all going through significant change, CSS is providing several free resources via its web portal including the following:

- ❖ [Rebuilding Customer Comfort and Confidence](#)
- ❖ [Change Management Coming Out of COVID](#)
- ❖ [Keeping Customers during COVID](#)
- ❖ [Strengthening Culture through COVID](#)

“We’ve experienced many of our clients struggling with the rapid pace of change that has resulted in lost customers and team members as well. We know that there needs to be a set of resources to help strategically guide organizations through this transition to whatever the new normal will become,” says Ed Gagnon, president of CSS. “Our goal is to help our clients create a sustainable culture that will enable them to survive and thrive in service to their customers.”

Founded in 1998, Customer Service Solutions specializes in culture, customer experience, and customer retention and growth strategies and services. Call 704-553-7525 or visit [www.cssamerica.com](http://www.cssamerica.com) for more information.

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