

FOR IMMEDIATE RELEASE:

Wed., July 31, 2019

Call Experts grows its Customer Experience Department!

Charleston, S.C. – Call Experts (CE) is a leading provider in customer experience solutions and customer journey mapping. The company is streamlining its existing Sales and Customer Care departments into the Customer Experience department to support growth. The Customer Experience department will drive customer journey and support for all clients at Call Experts. Scott Witte has been named as the Director of Customer Experience, Andrea Cranney as the Customer Experience Manager, and Kip Deaton as the Business Development Manager. All three will work out of the company's Charleston headquarters.

As the Director of Customer Experience, Scott Witte oversees all initiatives for the company's Customer Experience team. Before joining Call Experts in 2016, Witte served as director of sales for Vertical Biz Funding and as a director of business development for Stericycle. He holds a bachelor's degree in Accounting and Management of Information Systems degree from Miami University of Ohio.



Scott Witte



Andrea Cranney



Kip Deaton

As the Customer Experience Manager, Andrea Cranney supports the company's customer journey teams. She started at Call Experts in July 2013 and became the Call Center Supervisor for the Charlotte, NC location in 2015. In 2016, she transferred into the Customer Care Department and relocated from Charlotte, NC to the Call Experts headquarters in Charleston, SC.

As the Business Development Manager, Kip Deaton supports the company's customer solution teams. In 2007, Kip joined the Call Experts team as their first dedicated salesperson. Today, he is one of Call Expert's longest-tenured employees with over 12 years at the company in roles

related to customer support, sales, and operations. He holds a bachelor's degree in Political Science and a Masters of Public Administration degree from the College of Charleston.

Call Experts: Founded in 1982, Call Experts is a complete contact center focused on providing customer experience solution business process and customer journey outsourcing in numerous industry categories. The team has a depth of experience in virtually all customer experience applications and automation, numerous long-standing customer relationships, and a corporate culture that values kindness, professionalism, and a pleasant, caring work environment. From just one small office in Charleston, S.C., the company has grown to three offices along the East Coast, based in Charleston, S.C. Call Experts also has offices in Charlotte, North Carolina, and Branchburg, New Jersey.

For more information, visit www.callexperts.com or call 800-374-0911.###