



VIPdesk Connect to Provide Premium Customer Service for CuriosityStream, a New Streaming Video on Demand (SVOD) Service

VIPdesk Connect has been selected by CuriosityStream, the world's first on-demand, ad-free content streaming service delivering premium factual content.

Alexandria, VA ([PRWEB](#)) February 18, 2015 -- VIPdesk Connect has been selected by CuriosityStream, www.curiositystream.com, the world's first on-demand, ad-free content streaming service delivering premium factual content launching on March 18, to provide high-touch customer service to CuriosityStream's rapidly growing subscriber base. VIPdesk Connect, the innovator of premium customer care solutions, will work with CuriosityStream's customers to assist with any questions regarding their subscription, content distribution, site navigation and any other potential customer service topics.

While CuriosityStream provides an easy-to-use, turnkey streaming service, the company chose VIPdesk Connect as a strong and experienced partner to maximize customer satisfaction and retention due its reputation for providing superior customer service.

“Customer centricity is a prominent part of CuriosityStream’s philosophy and user growth strategy. We will continuously listen and respond to the voice of the customer, not only for product and service improvements, but also as a heavy influencer on content acquisition, content production, feature development, and expansion to new platforms,” said Peter North, CuriosityStream’s executive vice president for digital media operations. “VIPdesk Connect is a proven and experienced partner that will champion this diligent approach to customer retention.”

“The relationship between VIPdesk Connect and CuriosityStream has gotten off to a tremendous start, and we look forward to working closely together in the future to help CuriosityStream’s customers enjoy this engaging new platform with the highest possible satisfaction,” said Sally Hurley, CEO of VIPdesk Connect.

VIPdesk Connect provides its virtual contact center clients with experienced Brand Ambassadors, hand-selected for each one of their clients out of a national labor pool. In addition to national, targeted recruiting, other benefits of the virtual call center model include increased quality of interaction and customer service, improved peak/overflow management, unlimited scalability, low overhead and administrative costs, ease of expansion, and quick disaster recovery and business continuity in case of emergency.

About CuriosityStream: CuriosityStream is the world's first on-demand, ad-free content streaming service delivering premium factual content in the areas of science, technology, civilization and the human spirit for a monthly subscription fee. Delivered online directly to consumers, the CuriosityStream video subscription service starts at \$2.99 per month. The service launches on March 18 with select content now available for free preview at www.CuriosityStream.com.

About VIPdesk: About VIPdesk Connect

VIPdesk Connect, Inc. (“VIPdesk”), a U.S. based provider of outsourced customer care services, utilizes a team of Elite Brand Ambassadors (customer service professionals) located throughout the U.S. to provide elevated customer experiences for admired brands. Talented team members of VIPdesk not only excel in delivering superior customer service; but are passionate ambassadors of the brands they serve. VIPdesk’s suite of services include: customer service (via inbound phone, email, chat and SMS/text), social media management, back



office support and customer experience consulting. To find out more about VIPdesk Connect, visit www.vipdeskconnect.com.



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Online Web 2.0 Version

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