



...how long?

CREATE A PARTNERSHIP BETWEEN YOU AND YOUR CALLERS

Let's face it, in a perfect world no one would ever wait for a customer service representative. But this isn't a perfect world. And overstaffing isn't the solution. The CC Announcer helps you and your callers manage busy calling periods together.

CC ANNOUNCER MEANS LESS FRUSTRATED, MORE SATISFIED CALLERS

When callers know how long they have to wait for a customer service representative --

- Callers know you value their time AND can make an informed decision about whether to hold or call back later
- Callers are often willing to wait longer ... without any decrease in customer satisfaction

CC ANNOUNCER MEANS LESS FRUSTRATED, MORE PRODUCTIVE AGENTS

When wait times are announced --

- Callers who make the decision to wait are far less likely to be hostile and "vent" at an agent
- Talk times as a result drop as much as 25%
- Agent morale doesn't suffer in peak calling periods

PRODUCT SPECIFICATIONS

The CC Announcer utilizes a proprietary operations research-based algorithm that continually evaluates call processing metrics as well as a real world sampling of recent wait times. The CC Announcer can function as the first announcement a caller hears, or as a second announcement that is played only when wait times are long. Additionally, it can provide rotating informational messages while a caller is listening to music-on-hold.

- The CC Announcer is totally non-blocking -- any number of callers can simultaneously hear the announcement
- A caller is continually queueing for an agent, and never loses his place in queue -- even during the announcement
- One channel is included in the base product, and each queue that announces wait times or informational messages requires a channel (channels can be added as needed)
- System includes Pentium 4 server with modem, dual hard drives, and battery back-up

SITE REQUIREMENTS

- LAN or serial port connection to switch
- Analog telephone lines for support modem and message access channel
- Centrex users require a Tie line to the Central Office for each announcement channel

Call Center Solutions®

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