
CALL CENTER MANAGEMENT SYSTEM

**CALL
CENTER
MANAGEMENT**

**Virtual
VMall Mall**

“We Listen To Your
Every Word And Help
You Eternity.”





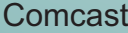
CUSTOMER CALL AND COMPLAINT CENTER

The modern call center has come a long way, as companies embrace technology to streamline the process of providing telephone-based customer service.

And yet, call centers are still plagued by the same, all-too-familiar problems: confusing IVRs, long hold times, and the need to repeatedly ask customers for information. No matter how much organizations try to improve customer service, a single one of these complaints can torpedo their interaction with customers.

Let's have a look at the top 3 call center complaints you (and your callers) want to avoid:

Are You on Hold With Comcast?

The good news is that if you are, you're in good company. According to onholdwith.com, over the past two weeks, Comcast had the most complaints by Twitter users stuck on hold. (The bad news is, of course, that you're still stuck on hold.)

Unfortunately for Comcast, customers are keeping a close eye on hold times. So much so that the City of Seattle has fined them – twice, in fact. Apparently they have an agreement that requires Comcast to answer 90% of calls within 30 seconds, something most of us would love to have every time we're stuck in a hold queue.

Replace hold-time with a call-back!

Waiting on hold is a top complaint with the call center experience. If your company's average speed to answer (ASA) exceeds 30 seconds – even occasionally – then you're at risk of damaging



Key Benefits of Working with Quality Contact Solutions for Call Center Monitoring

Our Call Center Call Monitoring experts act as an extension of your team to listen and evaluate – and to provide actual, actionable feedback that will ensure compliance and quality that meets and exceeds your requirements.

The combination of evaluating calls, documenting the call results/scores on key elements, following an escalation process for deficient calls, and conducting calibration/coaching sessions with call center management teams ensures maximum return on investment for each client.

In other words, our call monitoring team ensures that the quality call center monitoring program contributes to the overall success of each client (not just checking off a compliance scorecard) frame.

**SERVICES
EVALUATION
AND
FEEDBACK**

Feedback

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