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News from the Dial Interactive Team

Call Type Analysis and Call Flow Improvements in Your Contact Center

Greetings!

Every contact center has unique needs and specific call handling requirements; and most (even the best of the best) will benefit from an analysis of their call types and implementing changes to their call flows. The time and effort to perform or to have the services performed easily pays for itself.

A call type analysis is performed in order to determine primary call types by market segment, percentage of calls by call type, cost of calls by call type, volume of calls by call type, time of calls by call type, cost of handling by call type, end to end call handling methods by call type, call type disposition (after call work) and much more.

After completing a call type analysis, call flow diagrams and call flow improvement plans are developed and implemented. Some of the benefits that result from a call type analysis

*We care about providing
high quality services.*

*We care about customer
satisfaction.*

*We care about our
reputation and our
integrity.*

*We care about helping
our partners and
customers solve their
business problems - and
we never give up.*

***Dial Interactive is
TL 9000 R5.0/R5.0 ISO
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(US10/74551)
product category 7.10.***

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and call flow improvements include achieving an increase in first call resolution, cost reductions by handling the lowest priority call types with the lowest cost resources, productivity gains and happier customers.

If you are thinking of performing a call type analysis of your contact centers and implementing improvements to your call flows and you would like to discuss please give us a call, no strings attached.

We also welcome the opportunity to provide consulting services to assist you. Our consultants are experts at contact center assessments, call type analyses, business case development, implementing call flow and script improvements, developing and deploying self service solutions (IVR, Customer Voice Portal), database development, outbound solutions and more!

Warm Regards,

The DI Team

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Contact us:

512 996-0061

954 816-1888

info@dialinteractive.com

www.dialinteractive.com

The logo for TL9000, featuring the letters 'TL' in orange and '9000' in blue with a red swoosh under the '9'.