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# Dial Interactive's Contact Center Quarterly Insight

**DI has a nationwide presence, with  
offices in AR, FL, GA, IN, KS, OH, TX**

Greetings!

Dial Interactive, Inc. ("DI") has been providing contact center consulting services since 2001. DI works with government organizations and enterprise clients with complex contact centers and branch operations.

DI consultants are "seasoned" professionals, each consultant has 20+ years of contact center and telecommunications experience. DI works daily with diverse client environments in all industries and stays current on what is going on in the contact center space, whether it is related to people, process or technology.

Given the current economic climate, clients are intensely concerned about their budgets and how to fund necessary changes; whether it is adding more agent resources, upgrading old technology or implementing new applications. Good news - DI professional services engagements not only pay for themselves as a result of achieving improvements in customer satisfaction, efficiency improvements, increased sales and cost savings - but clients are also provided cost justification to

## In This Issue

Performance Monitoring

Featured Article

### Performance Monitoring for Contact Centers

Complex contact centers have toll free numbers with routing solutions that may include thousands of menus, prompts and nodes. The ability for clients to manually monitor the call flows and be certain that the customer experience is working exactly as intended is sometimes impossible; if not unrealistic, time consuming and costly.

DI's Performance Monitoring Service includes 24 x 7 automated calls that traverse the PSTN just like real calls to validate that the contact center processes

support the decision making process for high cost capital investments; often with a surprising and exciting ROI.

Last but not least, DI consultants have a mix of business and technology education and experience. DI doesn't just advise clients on how to do something and then leave it up to the clients to implement the changes. DI is in it for the the long haul and works with clients through all stages of their journey (i.e. strategy, planning, design, development, implementation, testing, mentoring, post implementation and ongoing support/maintenance).

We welcome your feedback to our newsletter and an opportunity to assist you. Like we always say - and mean, "if you want to get on a call and brainstorm just let us know, we are glad to discuss your needs - no strings attached."

The DI Team

## Remote Agent Programs for Contact Centers

Remote Agent Programs, also known as telework or telecommuting involves incorporating the right technologies to enable productive work away from the standard office atmosphere. Remote Agent solutions can strengthen organizations and helps firms generate extra productivity, save on expenses and improve employee retention; and increase customer satisfaction.

Contact center agents typically are required to be detail-oriented, have excellent oral and written communication skills, customer service skills, computer skills, sales experience and work flexible hours, including weekends. Therefore, it is necessary to attract the best and brightest talent in the marketplace to accommodate the personnel demands of the business. It is challenging however to elevate above the competition for contact center personnel; and clients are wise to consider a Remote Agent Program as a potential answer to meeting their resource and customer service objectives.

While a Remote Agent Program has significant benefits it also has the potential to be a managerial headache and in order to work well, it has to be carefully controlled. To ensure employee productivity and create a sense of connection with the enterprise, clients must build a communications infrastructure that treats all workers as though they share the same space.

DI performs assessments on existing Remote Agent Programs to help clients achieve the maximum benefit from their program and to validate that the programs are working optimally.

DI also provides Remote Agent Pilot Programs to help clients set up new Remote Agent Programs with focus on assisting them achieve their

and technologies are working.

Calls may be generated at a rate of 12 calls an hour or 12 calls a month - for a period of time that ranges from 30 days or two years. It all depends on the unique needs of each client.

DI provides access to actionable data for each call, including recordings, response times and results to help identify and resolve issues as quickly as possible and to provide insight into ways performance may be optimized.

The bottom line is this - if the host system is down, if there is an issue with a toll-free number provider, if the agent screen isn't popping correctly, or if the system is dropping calls after playing just 3 seconds of the initial greeting, DI finds out right away and works with clients to fix the problems.

## Dial Interactive's Professional Services Include

- Business/Technology Assessments
- RFP Management
- Business Case Analysis
- Custom Report Development
- Disaster Planning
- Design, Development,

stated requirements and objectives, as well as to help them achieve even more aggressive goals which could include reduction of labor costs (typically > 60% of operational costs), reduction of agent turnover (often exceeding 30%) and reduction of absenteeism (often more than 20%).

PROJECT NEWS - DI continues to work closely in support of key service providers and direct clients. A few of DI's recent Fortune 500 and Government projects include:

Financial Services - Technology Assessment  
Services - Call Routing Scripting  
City Government - Self-service Application Development  
Hospitality and Retail - Database Development, Administration  
Transportation - Database Planning and Design  
Financial Services - Technology Project Management  
Services - Self-service Assessment

- Implementation
- CTI/Custom Softphone
- Stress Testing and Performance Testing
- Annual Support Agreements
- Database Administration
- Staff Augmentation

Recommendations are frequently implemented with little or no additional capital expense.

*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/R4.0 / ISO  
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