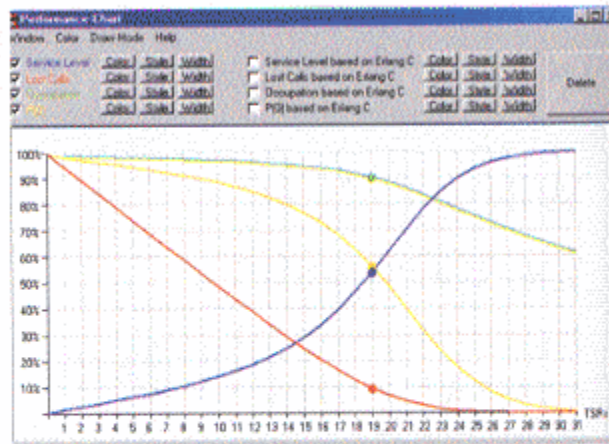


Turning a lost call in to a profit

Lost calls mean lost business and that's a real problem for a number of inbound call centres.

But fear not, for CC Logic may have a solution for you in the form of Answer 01.

The planning and optimisation software tool is based on new forecasting methodology, enabling the forecast of service levels, the planning of staffing requirements and the optimisation of the call centre's 'cost/benefit' ratio.



CC Logic: These smarty's have the answer

Answer 01 regards lost calls as the key controlling figure in each centre, so translates them in to opportunity costs.

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