

# Call Center Times

OVER 100,000 HITS MONTHLY! August 2003

## *From the Publisher's Desk*

by Nosa Eke

What's the real purpose of the Buyer's Guide/Resource Directory? What's a reasonable return on investment in a Buyer's Guide/Resource Directory? Why should a company be listed in our Buyer's Guide/Resource Directory?

Here is why you should be listed in our Buyer's Guide/Resource Directory today:

- Listed companies are actively promoted in our monthly newsletter
- Our subscribers are mostly decision makers in call centers
- To promote Brand Awareness, we offer the Rolling Banner listing of all listed companies for 12 consecutive months

If you are a decision maker in your organization, please answer the following:

- Is your company currently listed in our Call Center's Buyer's

Guide/Resource Directory? If not, why?

- Have you considered promoting your product/service/organizational announcement in our monthly newsletter? If not, why?
- Have you subscribed to our Call Center Book of Lists? If not, why?

We staunchly believe that in spite of tough market conditions, there is a way to convert a low investment into high opportunity.

This can be achieved through branding and cost effective marketing!

Contact us today at (972) 395-3225 to learn more about our programs. You can also e-mail me directly at [neke@callcentertimes.com](mailto:neke@callcentertimes.com).

Enjoy!





# 2003 CALL CENTER BOOK OF LISTS

Subscribe today to The 2003 Call Center Book of Lists Directory and begin a fruitful relationship with decision makers of call centers across North America!

company name, contact name & title, address, phone/fax, e-mail, website, industry segment, type of calling (inbound/outbound), number of seats, etc.

## HERE IS WHY YOU SHOULD SUBSCRIBE:

Cost: \$425.00 (Includes Shipping, Handling & Free Updates)

**900+ Call Centers Listed**

Value:

**Each call center has complete contact information**

Your investment per lead is \$0.45

**Each Call Center has at least one contact decision maker listed**

Investment per e-mail lead is \$0.85

**500+ E-Mail Addresses**

Free updates will ensure currency of your lead file for 2003

**The Directory is in CD-ROM format (Excel Spreadsheet)**

How to order:

**FREE Quarterly Updates (through July, 2004)**

Call our Business Office at (972) 395-3225

The Call Center Book of Lists is a directory of call center decision makers across North America. This publication is designed as a road-map for companies seeking to make inroads into customer contact organizations. The 'Lists' is available on CD-ROM (Excel) and includes the following fields:

Send an E-mail to [info@callcentertimes.com](mailto:info@callcentertimes.com) or [neke@callcentertimes.com](mailto:neke@callcentertimes.com) (with your complete contact information, including name, telephone number, company name, address and payment information).

Print, complete and return the following by fax to  
(972) 395-9205:

## Call Center Book of Lists Order Form

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone/Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Cost: \$425.00 (Includes shipping, handling and FREE quarterly updates)

MasterCard

Visa

American Express

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Name As Appears on Credit Card (Please Print) & Signature

Please note that all transactions are final. There will be no refunds.



# News

## **Leading Solution Provider to Contribute to Strategic Planning Fund**

SER Solutions, Inc., a provider of innovative software solutions that helps contact center operators achieve unprecedented efficiencies, maximize workplace productivity, and enhance customer service, has announced it will make a significant contribution to the ATA strategic alliance fund to fight imposed FTC and FCC regulations.

By offering financial support to the strategic planning fund, the ATA will be able to raise sufficient funds to pay for “best in class” representation to defeat FTC and FCC mandates that negatively impact the teleservices industry and build additional funds for other challenges to arduous

legislation and regulatory interpretation at the national and state levels.

“SER has been a long-standing contributor to the teleservices industry”, said Thomas Rocca, Chairman, ATA. “We graciously accept their significant contribution and are pleased that SER joins the fight to combat the proposed regulations.”

“On behalf of our contact center customers, SER has taken an active stance in speaking out against the proposed regulations,” said Carl E. Mergele, CEO, SER Solutions, Inc. “While our contact center solutions fully comply with all federal, state, and local laws, SER strongly supports the ATA in its fight against the legislation.”



## **Envision Extends Product Line With Full-Time Recording Capabilities**

Company Integrates Envision Logging Application with Existing Quality Monitoring and eLearning Solutions

Envision Telephony, Inc., a leading developer of contact center software solutions,

has announced that it has expanded its product suite to include full-time recording capabilities. The new product, Envision(TM) Logging, tightly integrates with the company’s existing quality monitoring and eLearning solutions so organizations that require full-time recording can utilize the power of coaching to develop, train and motivate

contact center agents. “As compliance and verification requirements have become increasingly more stringent, particularly for financial and insurance organizations, the demand for an integrated quality monitoring and full-time recording solution has never been greater,” said Rodney Kuhn, CEO of Envision. “Because Envision Logging integrates with our other agent development products, it is ideal for organizations that need full-time recording but also realize that monitoring and training agents with a comprehensive coaching approach has a significant impact on their overall success.”

## **Features and Functionality**

Envision Logging provides full-time recording and integrates with Envision’s existing quality monitoring and eLearning solutions, allowing organizations to meet compliance requirements and market needs while utilizing the power of training and coaching tools to develop effective agents who deliver the best possible service. Features and functionality include:

— Integration with existing environment — Envision

Logging integrates with Envision’s quality monitoring, eLearning, evaluation and reporting tools, as well as all PBX and ACD systems. In addition, supervisors can access all recordings from a single easy-to-use interface.

— Robust multi-site capabilities — Envision Logging offers multi-site capabilities, including single point of administration, easy access to recordings from multiple logging and/or quality monitoring systems spread across various geographical locations and the ability to share all recordings throughout the enterprise. Organizations now have the flexibility to manage their recording requirements according to business needs.

— Extensive search and retrieval — Envision Logging incorporates advanced searching and filtering capabilities, including support for saving search criteria and limiting searches to information obtained from previous inquiries. It also incorporates filtering capabilities by agent, phone number, date, time and caller-ID (ANI).



## Envision con't

— Immediate and secure access to archived recordings — Envision Logging provides instant access and retrieval of volume and archived audio files to and from both local and networked storage systems. Envision Logging supports SAN-based archived storage and MO Jukebox Systems.

— Distributed architecture — Envision Logging is built on a robust, distributed framework hosted on Microsoft Server OS platform. It includes support for trunk- and station-side logging as well as playback of recordings through both headsets and multimedia-enabled computer speakers. ■

## **RIGHTNOW Helps PoLaroid REDUCE ITS CALL Center WORKLOAD EVEN AS ITS Customer Base MULTIPLIES**

Use of Common Knowledge Base Across Web, Email, and Phone Channels Results in Superb Operational Efficiency and High-Quality Customer Service

RightNow Technologies, the world's leading provider of hosted customer service and support solutions, has announced Polaroid Corporation's implementation of RightNow eService Center has significantly improved the efficiency of its customer service operations. This has resulted in reduced call center volume and significantly diminished email volume, even as the

number of Polaroid digital cameras in the field has grown exponentially.

Polaroid has seen a self-service rate of approximately 98%, with more than 1.5 million Web visitors in the past year. By enabling Polaroid to keep customer service costs steady, while sales revenues increased, RightNow has boosted the business unit's bottom-line performance. Polaroid has been a RightNow customer since the fall of 1999. Polaroid selected RightNow after an extensive review of available customer service solutions. RightNow was chosen because of its cross-channel integration, its ease of use, and its availability as a hosted service.

"RightNow has made a major contribution to our cost-control efforts by making us more efficient across our Web, email, and call center channels," Yale Cohen, Polaroid's manager of service communications, said. "RightNow's comprehensive reporting capabilities have also allowed us to document our efficiency gains, so we can clearly quantify the positive impact of the technology on our business."

The ROI that Polaroid experienced with RightNow arises from its full range of customer service-and-support capabilities, including:

- Simplified creation, management, and navigation of a Web site knowledge base that, in Polaroid's case, answers 98 percent of customers' questions;
- Email management that ensures response-time targets can be consistently met and that allows the same knowledge base to be used to quickly provide customers with answers to their inquiries, and;
- Knowledge base access for Polaroid's call center operators, empowering even new employees to answer customers' questions quickly and accurately.

RightNow knowledge bases are uniquely effective because their content is driven by the actual questions that customers ask. RightNow-powered Web sites therefore directly address the issues that most concern customers—and continue to do so even as those issues change over time. RightNow also makes even the largest online knowledge bases easy to navigate with keyword and natural language search capabilities, as well as automatically generated "top ten" question lists.

Through the use of hyperlinks, RightNow also re-directs Polaroid's customers to relevant third-party Web content. This is essential for Polaroid's current business strategy, under which companies licensing Polaroid's brand for new digital cameras also have responsibility for customer support for those products.

Polaroid has also used RightNow to assist in third-party RFP requests. Instead of having to answer many of the same repetitive questions through the call center, Polaroid is using RightNow to reduce the number of phone calls through online self-service.



## RightNow cont'

"Companies like Polaroid clearly value the ability to keep customer service costs down even as their businesses grow, and still provide customers with the highest levels of service," Sean Forbes, vice president of marketing and business development at RightNow,

said. "They also appreciate the fact that, under our hosted delivery model, they can continue scaling their customer service capabilities to accommodate that growth without having to spend money and resources on additional IT infrastructure." ■

## National Asset Recovery Services Announces Agreement With Sprint

National Asset Recovery Services, Inc. (NARS) has announced a multi-million dollar agreement with Sprint to provide critical voice and data services to its brand new 26,000-sq.-ft. call center in Montego Bay, Jamaica.

needed, start-to-finish, within six weeks," said Christopher H. Buehrle, President, National Asset Recovery Services. "We deliver a wide range of default services - from outbound and inbound collections to customer service and help desk solutions. Downtime costs money, and Sprint ensured that we would meet our commitments and become fully operational on-time, on-budget and without any downtime."

Sprint and NARS have already worked together as part of the agreement to get the facility open and operational under tight customer deadlines. Sprint has installed domestic and international Private Line services that will enable NARS to deliver high-quality services from the 550-seat facility.

"Planning and implementing a contact center requires the right technology matched with the right expertise," added Judith Train, director of marketing, Sprint. "Sprint offers toll-free, data transport, speech recognition, text-to-speech and wireless services and many other solutions that can help customers establish a contact center or reengineer an existing one. We are proud of our role in helping NARS meet its customer commitments and grow its business in Jamaica." ■

"Despite complexities in negotiations and some unique challenges that were faced during the implementation of services to a new facility in the Caribbean, Sprint delivered on its promises and accomplished everything we

## PrivateBank and Trust Selects Artisoff's TeleVantage for Communications Solution

Software-based phone system to reduce costs and improve customer service for single, seamless phone system across 7 locations

maintenance and flexibility.

"TeleVantage offered us the functionality we needed to improve customer service, reduce costs, and simplify administration," said Andrew Maychruk, Director of Information Technology for PrivateBank. "With TeleVantage, we can manage our telecommunications internally, eliminate inter-office toll charges, and keep pace with our anticipated growth. And this was all done with virtually no disruption to service."

Artisoff<sup>®</sup>, Inc. (Nasdaq: ASFTC), developer of the first software-based phone system, has announced that PrivateBank and Trust has chosen TeleVantage<sup>™</sup>, Artisoff's award-winning software-based phone system, as their telecommunications solution. Worknet, an Authorized TeleVantage Solution Provider, has implemented this advanced business communications solution in all seven of PrivateBank's metropolitan Chicago offices, including the headquarters.

TeleVantage streamlines communications by seamlessly connecting PrivateBank's seven offices for a single, integrated phone system. Leveraging Voice over IP (VoIP) functionality, TeleVantage transparently routes calls over the Internet to other remote servers. The bank's staff can contact co-workers or transfer calls to any location using simple four-digit extensions, thus reducing long-distance toll charges, improving operational efficiency and enhancing customer service.

Having outgrown the limitations of their existing legacy PBX system, PrivateBank engaged Worknet to examine their requirements and develop recommendations. After analyzing several solutions, Worknet recommended TeleVantage for its robust feature set, ease of

As a software-based system,



## Artisoft cont'

TeleVantage enables PrivateBank to integrate the phone system with a variety of other applications, such as contact management system, to increase productivity and improve customer service. Another key component of TeleVantage for PrivateBank was the system's intuitive graphical desktop interface. With a simple point-and-click, users can visually manage calls and administer their settings, listen to voice mail, transfer or record calls, and set up multi-site conference calls.

"This successful implementation demonstrates our commitment to provide the highest quality service and solutions to the greater-Chicago area," said Brian Melloy, Vice President of Worknet. "TeleVantage offers tremendous advantages over other phone systems, enabling businesses to improve customer service, increase productivity and save money."

TeleVantage is an affordable, flexible software-based phone system that combines rock-solid stability with the most advanced communications

technology available. Its robust feature set includes intelligent call management, powerful call center, advanced IP telephony, comprehensive messaging, web browser, and graphical desktop call control. Built on an open systems architecture and supported by world-class Intel hardware, TeleVantage enhances customer service, increases productivity and improves the bottom line for a variety of customers, from small offices to large enterprise organizations with sophisticated call centers.

"Enabling businesses to increase productivity, improve customer service and save money are the hallmarks of TeleVantage," said Steve Manson, president and CEO of Artisoft. "The open-architecture, flexibility and VoIP capabilities make TeleVantage an ideal choice for organizations like PrivateBank who are looking for a communications system that will continue to meet their needs as their business evolves and grows."



## WillowCSN Ends Second Quarter with Nine New Clients

*Willow CEO Says Use of Virtual Agents to Double in 2003*

WillowCSN, the pioneer and leader in virtual contact center management solutions, added nine new clients this year ending June 30, 2003.

"The contact center industry is at turning point with regard to embracing virtual agents. By the end of 2003, we expect that more than 50 percent of contact centers will be engaged in some type of virtual agent program," said Basil Bennett, president and chief executive officer of Willow CSN Incorporated, who noted that his company has signed nine new clients since the start of this year. A November 2001 study by Forrester Research reports that as of October 2000,

- **American Hotel and Lodging Association**, the federation of state lodging associations throughout the U.S., with 11,000 property members worldwide.
- **Automobile Club of Michigan (AAA Michigan)**, a 1.7-

million-member automobile and travel services organization for residents of Michigan.

- **CityMerch**, an online retail site consumers interested in merchandise from Miami-area businesses.
- **InService America**, a national provider of customer service and support for non-profit, faith-based, health, insurance, legal, commercial, and political organizations.
- **Oceania Cruises, Inc.**, an upscale cruise line catering to the premium and luxury ocean cruising market.
- **STS Telecom**, a local and long-distance telecommunications provider serving Florida and other Southern states.
- **00Voice**, a provider of complete data collection and transcription services for mobile executives.

"Companies are faced with the challenge of meeting increased customer service demands and expectations with tighter budgets – and they are finding that Willow's as-needed, pay-for-



## WillowCSN cont'

performance virtual agent program helps them achieve both objectives," Bennett said.

He continued, "When we introduced the concept of virtual agents in 1997, our vision and approach was met with much skepticism. The view has radically changed. Today, contact center executives recognize the immediate and long-term benefits of using virtual agents who are stateside, particularly when compared

to alternatives such as off-shore outsourcing, where quality and security issues often come into play."

Bennett is positive on the long-term prospects for both his company and the virtual agent space. "The increased demand for virtual contact center solutions should continue through 2004, which makes this a very exciting time for Willow," he said. ■

### **PERFORMIX PROVIDES DEFINITIVE MEASURE FOR RETURN ON INVESTMENT IN TRAINING**

Performix Technologies has announced a new addition to its Emvolve Performance Manager software suite. A new module, Development Manager will allow organizations to measure the value of their training and development activities by providing definitive proof of their impact on individual employee performance.

Emvolve Performance Manager already provides individual employees with on-line access to their

personal performance results against agreed targets. Development Manager will identify areas of poor performance and, on a monthly basis, automatically trigger a program of training and personal development to address them. The system will enable the selection of the most appropriate training activity from a pre-established menu of options, including e-learning, one-on-one coaching, training courses or specialist study, and enable the allocation of time for the training within the employee's work schedule. Most importantly, after the training has taken

place, it will monitor whether and to what extent performance has improved.

"The average contact center invests heavily in training and development" says Cathal McGloin, CEO of Performix Technologies. "Budget restrictions in today's tough economic environment mean the pressure is on to prove the value of that investment. Using our Development Manager module companies will, for the first time, be able to measure return on investment for each training activity and concentrate their spending on those areas that deliver the greatest contribution to bottom line performance."

The Co-operative Bank, which has been using Emvolve Performance Manager in its 750 seat contact centers in Skelmersdale and Stockport in the United Kingdom since 2001 will be the first company to deploy Development Manager. Rob Woolley, Head of Customer Service Centers says:

"We have seen no other solution that can prioritize

and direct development needs for all types of performance objectives across our whole contact center operation - and potentially across our whole business. By allowing us to match training directly to each individual's need, and telling us how much better they are at their job as a result, we expect to dramatically improve training effectiveness and make more informed training investment decisions. Because the performance measures in Emvolve are linked directly to our key business priorities we will be able to see exactly how our training activities are moving our business forward."

Development Manager becomes one of six modules within Performix Technologies' Emvolve Performance Manager, which has been recognized as the market leading solution in the employee performance management arena. ■



# EVENT

ICCM is the largest global gathering of call center and customer contact professionals! The conference features four full days of in-depth content as well as the ever-popular call center site tours. The show floor offers buyers the opportunity to see and test the latest innovations, as well as hear feature presentations from the industry's leading suppliers. Find out why ICCM is an annual must attend! Register today at [www.iccm.com](http://www.iccm.com) or call 800-265-5665.

[www.customerserviceweek.com](http://www.customerserviceweek.com)

Visit [customerserviceweek.com](http://customerserviceweek.com) for free celebration tips and games, as well as reward and incentive ideas for National Customer Service Week (Oct. 6-10).

This five-day celebration offers companies – from small businesses to Fortune 500 firms — the chance to honor customer service, call center, help desk and tech support, teleprofessional and other frontline staff for their hard work and dedication throughout the year, while also thanking customers for their patronage.



**September 17-19, 2003**  
**Hyatt Regency Embarcadero**  
**San Francisco, CA**



**"I found this conference educational and valuable...much friendlier than most. Conference leaders were very accessible and truly interested in helping to meet my needs and expectations."**

**DEBORAH FUNKHOUSER**

*Vice President and Manager of Client Services Center, Sandy Springs Bank*

## SPECIAL CONFERENCE FEATURES:

- **Keynote by Brad Cleveland: Call Center "State of the Industry"**
- **Four In-depth Areas of Educational Focus**
- **Interactive, Innovative Pre-conference Sessions**
- **Call Center Site Visit NEW**
- **Wine Tasting Evening with Business Partners**

**PRESENTED BY**



**Space is Limited! Register Today!**

**800-672-6177**

**[www.incoming.com/exchange](http://www.incoming.com/exchange)**



# COMPANY PROFILES

## NetCentrex

NetCentrex™ develops next-generation networking products and network-based applications for 3 main markets: business communications, customer interactions and broadband residential communications. NetCentrex' solutions include voice portals, network-based contact centers, voice and video over IP virtual private networks, IP Centrex services, business trunking and residential telephony and video services.

The solutions enable both service providers and enterprises to build converged networks and to deploy advanced, high value-added services. All solutions are built on the same core architecture which is composed of NetCentrex' application softswitch and media server.

Founded in 1998, NetCentrex has over 150 customers worldwide, including Comunitel, Equant, France Telecom, FastWeb, MTU-Intel, Prosodie, Telecom Italia, Telefonica Deutschland, Tiscali, TransTelecom and Xpedite. International partners include Cisco Systems, Hewlett-Packard,

Intel and Sonus Networks. Leading European and US venture capital firms back the privately held company.

**Contact:** Nadine Joullie, Sr. Marketing Manager, 408-521-7411, [nadine.joullie@netcentrex.NET](mailto:nadine.joullie@netcentrex.NET)

## Data-Tel Info Solutions

Data-Tel Info Solutions is recognized as a leader in providing cost-effective contact center software and technology. We provide innovative, cost-effective products and services and continually exceed our customers' expectations by providing excellent customer support. Pride, Service and Innovation continue to be the framework for our success as we provide customized solutions to fit within your budget.

Our fully blended **xSELLerator** features inbound, outbound, and web-bound technology that will allow your agents to handle all of their customer interactions seamlessly. Utilizing industry standard hardware, coupled with an open architecture, **xSELLerator** allows for interoperability with many

existing contact center infrastructures.

**Perfect reCALL** is a voice and screen recording solution that documents and digitally archives voice and screen interactions. **Perfect reCALL** allows for internal and remote monitoring of both voice and data over a LAN, WAN, or the Internet. With a simple, yet powerful interface, **Perfect reCALL** allows you to quickly and easily connect to and monitor anyone on your team, even from home.

To round out its solutions offering, Data-Tel also provides **Long Distance** service at competitive rates, a cost effective **Contract Digital Recording** service that requires no installation or expensive hardware, and a variety of options for **Customer Support**.

To learn more about Data-Tel Info Solutions and how we can help you achieve your business objectives, please visit us at [www.datatel-info.com](http://www.datatel-info.com) or contact us directly.

**Phone:** (614) 895-8852

**E-Mail:** [sales@datatel-info.com](mailto:sales@datatel-info.com)

## Richardson

Richardson is a leading sales training and consulting

firm. We deliver a blended learning solution both in person or online that incorporates a unique process of high impact coaching to individuals and teams. For over 25 years we have worked with global organizations to develop sales and sales service training solutions that improve bottom-line results. Our proprietary coaching methodology and customization process provide us with an unparalleled set of tools to develop a training solution that aligns to your sales strategies.

For Call Centers, Richardson offers Richardson QuickSkills - a series of highly interactive web-based training courses. Comprised of sales, negotiations, telephone selling and customer service, these four-star rated courses leverage the strengths of Web-based learning to create a high impact, interactive eLearning experience for Call Center Agents. Richardson QuickSkills follow a time-tested, successful training philosophy of "learning by doing." As users work through high impact learning modules, they will face real-life challenges, experience immediate application, and receive intensive coaching



## Company Profiles con't

and feedback to foster behavior change and improve performance.

Contact: Jim Brodo - [jim.brodo@richardson.com](mailto:jim.brodo@richardson.com)

### AAA Certificates

Call Centers need rewards and recognition programs that are at once efficient, effective and easy to administer.

AAA Certificates is a proven provider of excellent awards that meet the needs of reward/recognition administrators as well as the recipients. Read below feedback from their current customers:

• "Thank you, thank you thank you! You have no idea how much easier your award certificates site has made what used to be one of the most stressful parts of my job!"  
Joan M., Businesswoman, New York

• "Your site has saved us a small fortune in costs. We never liked using the generic certificates we could get locally. But now we can reward our employees with cheerful,

fun awards on an ongoing basis for next to nothing!"  
Jake C., Customer Service Supervisor, Texas

• "I discovered your site recently and have used it extensively. I love the variety and the fact that I can have them modified the way I want. I use them for graduation certificates, for awards and for fun. Keep up the great work."  
Don S., Dept. of Defense

Here is why you should contact AAA Certificates today:

- The fastest, easiest and most affordable way to reward any accomplishment!
- Truly Professional Quality Certificates!
- The Ultimate time saver for you, the busy business professional...

Plus the following fantastic benefits:

- Save time since you don't have to create your own certificates or search for just the right one
- Save money because you're not buying hard printed copies which

cannot be altered

- Have a wide range of certificates available to present to your employees, co-workers and friends
- Be able to reward anyone for a special accomplishment any time
- Vastly improve office morale since employees will feel more appreciated
- Have the ability to request new certificates or categories from our professional graphics designers
- Show your co-workers how much you appreciate them, easily and cost effectively
- Access any of your favorite certificates from anywhere using nothing more than a simple internet connection
- Print onto any type of color of paper
- Be able to personalize each award certificate if you choose to, or leave fields blank for later use

Contact:

[www.aaacertificates.com](http://www.aaacertificates.com)

E-mail:

[rand@aaacertificates.com](mailto:rand@aaacertificates.com)

### JDM Systems, Inc.

We are a professional services firm providing systems development and

integration expertise for Contact Centers with Customer Enterprises, including Computer Telephony Integration (CTI), call routing design, call flow analysis & design, collaborative web/telephony technology for web based customer service and Voice Response application design and development. Having worked extensively with ICM Virtual Routing Technology we can assist clients in engineering a single or multi-site Contact Center configuration for optimal efficiency and cost effectiveness. We can provide full integration of Contact Center events with enterprise CRM systems providing a full 360-degree customer view.

Picking the right professional services firm can be challenging. You want a firm that has experience, industry knowledge and innovative ideas. Our firm has the background and knowledge to help you and your company succeed. This site will provide in-depth information about our background and describe the different services we offer. We'll also include information about some of our top consultants.

Please contact us for more information or if you have



## Company Profiles con't

specific questions about our services. We look forward to working with you.

[www.jdmsystems.net](http://www.jdmsystems.net)

Contact:

Jamshed K. Daroga

Mobile (978) 973-8404

[jdaroga@jdmsystems.net](mailto:jdaroga@jdmsystems.net)

JDM Systems, Inc.  
3 Spring Hill Road  
Phone (978) 346-7881  
Merrimac, MA 01860  
Fax (978) 346-7881

---

## RESOURCE DIRECTORY:

(A listing of notable providers of call center products and services)

[http://www.callcentertimes.com/news/buyers-guide\\_list.asp](http://www.callcentertimes.com/news/buyers-guide_list.asp)

- AAA Certificates – [rand@aaacertificates.com](mailto:rand@aaacertificates.com)
- Appfluent Technologies – [asmith@appfluent.com](mailto:asmith@appfluent.com)
- ASA Solutions – [sales@asasolutions.com](mailto:sales@asasolutions.com)
- ASC – [k.henkel@asc.de](mailto:k.henkel@asc.de)
- Astute Solutions – [debggra@astutesolutions.com](mailto:debggra@astutesolutions.com)
- Barbados Investment Development Corporation – (305) 442-2269, Pearlie Drakes
- Bigby, Havis & Associates – [kcapelle@bigby.com](mailto:kcapelle@bigby.com)
- Broad Daylight, Inc. – [Sales@broaddaylight.com](mailto:Sales@broaddaylight.com)
- Call Center Coach, LLC – [anne@callcentercoach.com](mailto:anne@callcentercoach.com)
- Call Compliance, Inc. – (516) 674-4545, Phyllis Gorham
- CommuniTech – [chrisg@communittech.com](mailto:chrisg@communittech.com)
- Dalbar – 617-723-6400
- Data-Tel Info Solutions – [sales@datatel-info.com](mailto:sales@datatel-info.com)
- Edify – 408-486-1735
- eOn Communications – [info@eoncc.com](mailto:info@eoncc.com)

- ErgoPro Inc – [ergosales@ergopro.com](mailto:ergosales@ergopro.com)
- FrontRange Solutions – [sales@frontrange.com](mailto:sales@frontrange.com)
- Incoming Calls Management Institute – [icmi@incoming.com](mailto:icmi@incoming.com)
- InfoCision Management Corporation – (330) 668-1400
- Interior Concepts – [info@interiorconcepts.com](mailto:info@interiorconcepts.com)
- JDM Systems, Inc. – [jdaroga@jdmsystems.net](mailto:jdaroga@jdmsystems.net)
- Lightbridge, Inc. – [info@lightbridge.com](mailto:info@lightbridge.com)
- Lucent Technologies – (623) 582-7749
- MaraStar Communications – <http://www.marastar.com/tuycc.asp>
- NetCentrex – [nadine.joullie@netcentrex.net](mailto:nadine.joullie@netcentrex.net)
- Nuasis Corporation – [joe.mcfadden@nuasis.com](mailto:joe.mcfadden@nuasis.com)
- Performix Technologies – [tfaulkner@performixtechnologies.com](mailto:tfaulkner@performixtechnologies.com)
- Predictive Plus – [scordon@predictiveplus.com](mailto:scordon@predictiveplus.com)
- ProCore Solutions, LLC – [drew.brown@procoresolutions.com](mailto:drew.brown@procoresolutions.com)
- Qarbon – [info@qarbon.com](mailto:info@qarbon.com)
- Quality Consulting Services – (408) 367-8878
- Radix America, LLC – [info@radixamerica.com](mailto:info@radixamerica.com)
- Richardson – [jim.brodo@richardson.com](mailto:jim.brodo@richardson.com)
- RMH Teleservices – (800) 367-5733
- Rockwell FirstPoint Contact – (630) 227-8236, Lisa Petramala
- TargetVision – [hmarcin@targetvision.com](mailto:hmarcin@targetvision.com)
- The Call Center School (TCCS) – [info@thecallcenterschool.com](mailto:info@thecallcenterschool.com)



# Call Center Times

tin# 75-2915747

P. O. Box 118451, Carrollton, TX 75011-8451  
Bus. 972-395-3225 Fax 972-395-9205

Dear Vice-President of Sales/Marketing,

## Here Is How We Can Help Increase Your Bottom Line!

Following is a synopsis of our programs:

- ◆ 2003 Call Center Book of Lists Directory:
  - 950+ Call Centers Listed
  - Each Call Center has at least One Decision Maker Listed
  - Complete Contact Information
  - 450+ E-mail Addresses
  - The Directory is in CD-ROM (Excel Spreadsheet)
  - FREE Quarterly Updates **Cost: \$425**
- ◆ Call Center's Buyer's Guide: This section of our website is the most elaborate advertising program that we provide:
  - Your company will be profiled on our website, [www.callcentertimes.com](http://www.callcentertimes.com), for 12 consecutive months (August '03 – July '04)
  - You will be listed in the Rolling Banner for 12 consecutive months
  - Your company will receive one FREE month of advertising in our monthly newsletter (\$275 Value) **Cost: \$517**
- ◆ Newsletter Sponsorship:
  - Your company will be profiled in our next print/electronic newsletter
  - This will enable you to promote new product/service offerings, case studies of satisfied customers and corporate announcements.
  - Promotional text length can be negotiated **Cost: \$275**

Simply check the applicable column(s) and return by fax to (972) 395-9205. Please note that all transactions are final. There will be no refunds.

COMPANY NAME/ Contact/Address/Telephone/Fax/E-mail: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_ MasterCard    \_\_\_\_ Visa    \_\_\_\_ American Express

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Name As Appears On Credit Card (Print Please) & Signature

Regards,  
Nosa Eke, Publisher