

GCS News



10 Secrets to Boosting First Call Resolution

In a challenging economic environment, holding on to existing customers is just as important as attracting new ones.

The practical impact at the Contact Center is to take a fresh look at the metrics that drive performance. First Call Resolution (FCR) has garnered a lot of attention lately. While it is widely recognized that FCR is one of the top drivers of customer satisfaction, actual usage of this important metric is surprisingly low.

FCR is an essential metric for any Contact Center for two simple reasons:

- 1) It drives customer satisfaction
- 2) It reduces operating costs

The good news is that you can measure and manage First Call Resolution. Implementing sound practices coupled with an appropriate technology solution makes it possible to measure, understand, evaluate and improve this essential performance metric.

Please contact us for a copy of the eBook, [10 Secrets to Boosting First Call Resolution](#), providing:

- Steps you can take to measure FCR
- Industry Best Practices
- 10 secrets to boosting FCR ...and more!

The Leading Products Gregg Communications Represents

ShoreTel – IP Telephony



ShoreTel's most elite partner tier!!

Star2Star - Internet Telephony



Zultys – VoIP Solutions



EtherSpeak – SIP Trunks



Vertical / Comdial – VoIP Solutions, IP-enabled & Traditional PBX systems



Sonexis – Audio & Web Conferencing



Oaisys – Call recording tools



Syntellect – Contact Center Solutions



Fax Back - VoIP Fax Solutions



Call Copy – Call Recording



Enjoy the many advantages of quality VoIP with EtherSpeak

Increased Productivity

IP-enabled communications promote collaboration among employees, streamlining work processes and increasing productivity.

Managed Connectivity

SureTrunking can ensure nationwide Quality-of-Service (QoS). With low-latency, high-data throughput, minimal/zero packet loss, and negligible jitter, you can experience the true potential of VoIP.

Best-in-Class Management

A managed SIP trunking solution reduces the time spent on network deployment and maintenance, increasing flexibility and reducing OpEx and total cost of ownership.

Scalability

SureTrunk™ easily scales to fit your business needs. Addressing small-to-large businesses with solutions that fit everything from small business to enterprise environments.

Lessened Administrative Burden

SIP Trunking uses the same Internet connection used for normal data, eliminating the need for PRI/BRI or other connections and equipment.

Contact Gregg Communications for more information about how EtherSpeak SIP trunks can help your business.



Tips & Techniques – How to best clean phones!

Solution Seminars

Lombard, IL

ShoreTel IP Telephony

Star2Star Internet Telephony

Call Center Solutions

Chicago, IL

ShoreTel IP Telephony

Star2Star Internet Telephony

Call Center Solutions

To check dates, availability or to register, please contact:

Janet Mackin @ 630-571-7000 or janet@greggcomm.com

Have you ever been asked “What is the best way to clean my phones?”

Well you always know that Mother knows best and my Mom has shown me a easy and inexpensive way to clean and disinfect your PC and phone equipment that does *not* use any chemicals! Norwex is a company that manufactures antibacterial microfiber cleaning cloths. The online ordering site is: www.peggy-cleangreen.com

There are two products that I use to clean my IP Phones or PC. First I use the below Dusting Mitt on keyboards, screens & phone equipment to remove all the dust. Order #308000



Then I use the Antibac Enviro Cloth folded and dampened to clean screen, keyboard, etc. Make sure it is only damp. Then last I use the Antibac Window Cloth to dry and polish.

Always wash them with non-linty items such as jeans so as not to clog the microfiber. Never use bleach or any bleach additives, fabric softener, or fabric sheets.

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Suggested by John Olson, ShoreTel System Sales Engineer