



National Association of Call Centers

In Queue

The fun, informative, and unique newsletter for the call center industry

Welcome to the October 2016 issue of the NACC In Queue newsletter!



Award Winning Contact Center Prepares Students For The Working World, Supports Community College Of Denver

Christa Saracco, Director, Marketing & Communications, Community College Of Denver, Christa.Saracco@ccd.edu



Taking on average 80,000 calls per year, the Community College of Denver (CCD) call center handles anything from questions about the college location to how to apply for financial aid. When you walk into the Center, you are greeted by the sound of ringing telephones and upbeat voices assisting callers. Staffed by approximately 14 CCD student employees, the Center acts as the College's main switchboard and also takes calls for various departments around campus.

CCD student worker Anissa likes the environment, "I'm new to the call center and I really like it here. Everyone is really nice and helpful and the training they are giving us is really good. I want to be a social worker so these skills will help me in my future."

In addition to taking live phone calls, the Call Center handles on average 4,000 Live Chat messages each year. The Live HelpNow Chat feature has cut down on wait time in the Center's queue and also reduces time for students to stand in line. It was during its 2016 peak fall enrollment that the Center was awarded "Best Customer Service" by LiveHelpNow! Gustavo M. Rivas, call center manager, has been overseeing its operations since July of 2011. Originally started in February of 2011, the Center only managed the main calls for the school. Over time, it has morphed into taking calls for most of the enrollment services departments across the college, including financial aid, admissions and the cashier's office.



"Staff have access to admissions records so we also help students with questions regarding their FAFSA, the enrollment process, class schedules and other questions," said Rivas. This team of cheerful students operates as customer service agents and sometimes as therapists. The top requests Call Center staff get range from questions about the college address, information about FAFSA and other financial aid questions, enrollment status, course information and students needing directions.

Nick Grissom, one of three full-time Call Center staff said that the most satisfying calls are the ones they get when a student is lost on campus. "Occasionally we'll get a lost student asking for directions so we'll ask them what they see around them," said Grissom. "Then we'll physically go and find them and walk them to their location. We don't get a lot of human interaction in our office so we have to try and find it ourselves!"

It's no wonder that CCD's Call Center received an award for best Customer Service! Congratulations and a big thank you to all of the staff and student workers for all of your incredible work.



NICE EVOLVE Workforce Management Brings Enterprise-Class Workforce Management To SMB Contact Centers

Paul Stockford, Research Director, NACC & Chief Analyst, Saddletree Research, Paul.Stockford@nationalcallcenters.org

On September 26, 2016, NICE introduced cloud-based workforce management (WFM) that offers many of the advanced capabilities that are often overlooked in WFM offerings to the small-to-medium sized business (SMB).

Targeted at contact centers with around 200 or fewer seats, EVOLVE WFM has been created from the ground-

In This Issue...

- The Contact Center Goes To College
- NICE EVOLVE WFM: SaaS For SMB Contact Centers
- Call Center Comics!

Pearls Of Wisdom

"You only live once, but if you work it right, once is enough."

~ Joe E. Lewis

Reports From NACC

The NACC has been burning the midnight oil and typing until our fingers are sore to bring out reports to our members. Each is listed below. If you are interested to see what we are writing about, click on the links below and download the executive summary of each. If you like what you see, join the NACC so that you can view these reports and others that will be coming out soon on our website. These reports will ensure that you know the latest trends in the industry.

- [Text Analytics Market Update: April 2016](#)
- [Kodak Alaris Launches AI Foundry To Deliver Artificial](#)

Intelligence-Based Solutions For The Contact Center: November 2015

- [HireIQ Candidate Optimizer Disrupts The Status Quo. Powers Revolution In Customer Service Human Capital Management: May 2015](#)
- [Verint Jumps Into The Gamification Game: April 2015](#)
- [Research Update - Strong 4th Quarter Tops Year Of Growth For The 2014 U.S. Contact Center Industry Employment: March 2015](#)
- [Geo-Fencing: Expanding The Contact Center Boundaries?: November 2014](#)

up as a new application. It has been designed to require minimal training while still offering a set of sophisticated tools for automated scheduling and real-time adherence in the SMB contact center.

Because EVOLVE WFM is a cloud solution, it requires minimal investment of time and money in order to get up and running, and to deliver a tangible return on investment (ROI). With drag-and-drop simplicity, EVOLVE WFM offers advanced capabilities such as forecasts based on analytical assessment of the contact center's history of interactions; scheduling using user-defined work-rule parameters; and, proactive optimization tools for intraday scheduling.

One of the features we found particularly interesting when we reviewed this solution is the potential for continual expansion of functionality. Because EVOLVE WFM is a cloud solution, users don't need to continually look for budget when it's time to upgrade to the next generation of software. New functionality can be delivered seamlessly to the solution, consistently adding value without disruption or financial pressure. The Software as a Service (SaaS) model ensures delivery of new features and functionality without constraints.

For smaller contact centers with a need for advanced WFM capabilities but saddled with SMB budgets, EVOLVE WFM offers an answer. For more information on this new offering from NICE, visit www.nice.com.



Call Center Comics



If you like this comic and would like to see more, write Ozzie at callcentercomics@yahoo.com and visit his website at <http://callcentercomics.com> or just click on the comic to take you to his page. The NACC appreciates Ozzie letting us use some of his comics in our newsletter.

2014

- [Neural Phonetic Speech Analytics: The Brains behind Nexidia Interactions](#)

[Analytics 11.0: July 2014](#)

- [Nexidia Pushes Speech Analytics Envelope with Nexidia Interaction Analytics 11.0: July 2014](#)

- [The Time is Now: Workforce Optimization Becomes Reality for the Small-to-Medium-Sized Contact Center: July 2013](#)

- [Finding the Silver Lining in the Contact Center Cloud: May 2013](#)

- [The At-Home Agent Movement - A Benchmark Quantitative Analysis: January 2013](#)

- [State of the Call Center Industry Report: 2nd Quarter 2012 Data](#)

- [State of the Call Center Industry Report: 1st Quarter 2012 Data](#)

- [Contact Center Mobility Study: May 2012](#)

- [State of the Call Center Industry Report: 4th Quarter 2011 Data](#)

- [State of the Call Center Industry Report: 3rd Quarter 2011 Data](#)

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- [North American Contact Center Industry 2008-2009: The Year in Review and a Look Ahead](#)

- [State of the Call Center Industry Report: 4th Quarter 2008 Data](#)

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- [State of the Call Center Industry Report: 4th Quarter 1991 Data](#)

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Our Contact Information: Paul Stockford, NACC, 100 South 22nd Ave, Hattiesburg, MS 39401

Tel: 480.922.5949, paul.stockford@nationalcallcenter.org, www.nationalcallcenters.org

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