

Experience the Next Generation of Call Handling Productivity Tools

DATAMARK'S *Expedited Call Routing System* (ECRS) is an enhanced user interface productivity tool that gives call operators multiple paths to quickly access information to meet customer service inquiries. Improved operator efficiency minimizes call handling time thus enabling call center operations to use fewer operators to handle higher volumes of inbound customer calls. ECRS includes a self-learning, interactive application that automatically populates the information database so customers quickly receive consistently accurate information. ECRS supported interactions result in improved operator efficiency and customer satisfaction.



Features

- Customizable GUI web interface provides dual search options to locate information quickly
- Self-learning interactive application continuously updates keyword database
- Call trending tools provide graphical data by day, hour, and phone numbers provided to customers
- Simple system integration
- Data import/export
- Client server-based

Benefits

- Increase operator efficiency
- Improve information accuracy
- Minimize call handling time
- Increase call volume capabilities
- Improve customer satisfaction
- Enhance customer experience

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Need more information?

(915) 778-1944

www.DATAMARK.net

43 Butterfield Circle, El Paso, TX 79906 USA