

Survey Services

SCANTRON IMPLEMENTS COST-EFFECTIVE CALL CENTER SERVICES FOR OUR CUSTOMERS, INTEGRATING MULTIPLE METHODS OF CUSTOMER CONTACT, OPTIMIZING CHOICE AND CONVENIENCE, SAVING TIME, AND LOWERING COSTS.

Inbound and Outbound Telephone Services

Scantron currently manages domestic and international call center projects with call volumes ranging from small (100 calls annually) to large (15 million calls annually).

We choose the most appropriate technology components for each project based on the needs of the customer. This approach has given us valuable experience with a wide variety of tools and technologies—including call routing, call tracking, and information research tools—that can be applied to various contact center environments.

Call Center Management and Operations

We use the latest in call center technologies to efficiently handle large, fluctuating inquiry volumes. Our sophisticated call management system enables us to respond quickly to changes in calling patterns and volumes, and provides a variety of real-time and historical reports.

Advanced forecasting, scheduling, and tracking software allow our contact center managers to build accurate staffing models, and our Interactive Voice Response (IVR) system provides information to callers at the touch of a button.



These applications allow customers across the country access to information quickly and easily, and enable the CSR to provide callers with knowledgeable responses.

We provide other customer care outsourcing services to integrate all points of customer contact into comprehensive contact management solutions. These services include:

- Correspondence processing
- Email management
- Internet correspondence
- Informational materials printing and distribution
- Editorial and translation services

Quality Processes

We have the call center management and quality processes in place to help ensure that inquiries are answered in a timely, accurate and consistent manner. Our expert call-volume forecasting and workforce scheduling help the timeliness of our service. We carefully monitor and adjust the number of telephone lines, equipment, and personnel to maintain service levels.

We also monitor the performance of our contact center personnel and provide ongoing feedback to help ensure that inquiries are handled in a courteous and professional manner. Calls are monitored in real-time by supervisory and management personnel, and can be monitored remotely as desired. Calls can also be recorded, if required.

Paper and Email Correspondence Processing

We offer high-quality, professional correspondence services, providing timely responses to customer inquiries. A combination of hard copy and email services allows our contact centers to respond to customer inquiries securely, accurately and quickly.

Our email correspondence services offer enhanced reporting features to track trends and statistics, and they allow customers to build and maintain data for outreach programs based on customer information received in emails. We also offer a system for receiving, responding to, and archiving correspondence received through the Internet.

Call Center Management and Operations

Interactive Voice Response (IVR)

Our cost-effective, user-friendly IVR systems allow callers to access or input information with a single phone call. Callers can order materials, and make account requests, updates, and status checks around the clock.

Computer Telephone Integration

We seamlessly integrate computers and telephones to produce quality customer contacts. Screen pop data, showing the caller's contact history and personalized information, appears on-screen to help ensure immediate, accurate, and consistent telephone responses.

Call Management System

Our call management system automatically routes incoming calls to the next available CSR and provides real-time statistics to help ensure efficient call management.

Skill-based Call Routing

We use skill-based call routing systems to help ensure inquiries are directed to the best-qualified CSR.

Knowledge-base Applications

We strive for the accuracy and consistency of customer information through the use of its sophisticated knowledge-base applications.



For more information, visit us at www.scantron.com or contact your Scantron representative at 1-800-722-6876 or email info@scantron.com.