

TeleVantage saved the company both time and money...

able to make some staffing changes to maximize effective use of its internal resources. After the TeleVantage auto attendant was implemented, two receptionists that had always answered incoming calls could take on new job responsibilities. Now, when call volume exceeds the queues set up for the customer service representatives, NMS has two more employees to field the excess calls.

TeleVantage's Windows-Based Format is Easy and Intuitive

TeleVantage is easy to use and administer. National Money Service was able to install the system and teach the employees how to use it within two days. Employees are excited about the easy-to-use Windows-based applications that allow them to manage their calls and personalize their responses to important clients. Most of the 50 employees in NMS' main processing center use the TeleVantage client, which allows them to immediately see information about voice messages, fax messages, and customers on their computer screens. Crystal Stubbs, the telecom administrator, says, "The difference TeleVantage makes around here is unreal. TeleVantage was the best option by far, all the way around. The system provided us with the best management tools, cost-effectiveness, and ease of administration."

Future Plans to Grow the Business with TeleVantage

NMS plans to further integrate TeleVantage with its customer database in order to better use customer screen-pops, by including important details about every transaction. It also plans to integrate the fax component of the application with a document service. The combined solution will automatically scan the incoming loan papers to be stored along with the customer record. By continuing to develop TeleVantage's integration with the virtual financial center, NMS is able to maximize the return on its initial investment by streamlining the loan process and saving administrative time.

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*— Crystal Stubbs
Telecom Administrator,
National Money Service*

Problem

- National Money Service's existing phone system could not support the rapid increase in incoming calls or employee headcount.
- Potential customers were on hold too long, and many calls were abandoned.
- Changes to the phone system were administered by a third-party vendor. Phone system administration was not performed in a timely manner and was very expensive.

Solution

- National Money Service implemented Artisoft's software-based phone system, **TeleVantage**.
- Call center managers set up additional incoming call queues with TeleVantage.
- TeleVantage enabled in-house administration with the Administrator Client.

Results

- **Average hold time was reduced by more than 75%.**
- Management was able to set performance goals for customer service representatives and reward top performers.
- Management was able to redeploy two employees to focus more on revenue-generating activities.



It's amazing what phones can do.™

Artisoft, Inc. • 5 Cambridge Center • Cambridge, MA 02142

800-914-9985 • 617-354-0600 • fax: 617-354-7744 • www.artisoft.com

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