

Proven ROI

IntelliSource customers can expect to experience measurable returns on investment, such as those shown in a recent ROI analysis performed at an IntelliSource customer's call center:



Total Average Handling Time

6.93 MINUTES

Prior to the IntelliSource Streamline Customer Service application

5.97 MINUTES

After the IntelliSource Streamline Customer Service application

=57 SECONDS SAVED



57 saved seconds x
101,000 calls per month
= 5,757,000
SECONDS SAVED



5,757,000 saved
seconds x \$.0075*
= \$43,178
SAVED PER MONTH

* With actual phone costs at approximately \$.0075 for every second per call (cost estimate provided by the client).

\$518,130 SAVED PER YEAR

Additional ROI was achieved through a significant decrease in system training time for Customer Service Representatives. (From 2.5 weeks down to 1.5 days – an 85% reduction).

