

PRESS RELEASE

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ASC Equips IP Contact Center of Swiss cc energie sa with Quality Monitoring Solutions

Quality management with INSPIRATION_{pro} enhances customer satisfaction

Hoesbach/Germany, September 4, 2006 – ASC (www.asctelecom.com), a leading provider of communications recording and quality monitoring solutions for contact centers, financial institutions, and public-safety and government organizations, has installed the High End Quality Monitoring Solution in the IP based central customer service center of the swiss cc energie sa.

cc energie sa has been founded in 2005 by the energy supply companies BKW FMB Energie AG and Groupe E. The new company is active on the field of services for the swiss energy sector and employs more than 100 staff members.

The ASC solutions are applied in the central customer service center, where multilingual, best educated employees at three networked locations are handling all requests and questions of the end customers. From acquisition to the termination of contracts all steps are handled via contact center.

Hence the recording and analyzing of the telephone communication plays an outstanding role. All telephone calls with the external phone network at the contact center locations Ostermundigen and Nidau are recorded for documentation and selectively evaluated for the quality monitoring.

The Cisco Contact Centre (IPCC) works in a pure VoIP-environment. The recording takes only place by passive recording via sniffing and extracts the necessary call data and additional information.

EVO_{ip+} for Cisco, which is integrated in the Cisco Call Manager environment, is used as VoIP recording software. The Cisco specific SCCP protocol delivers all necessary information inclusive the telephone number and the ID of the contact center agents.

For quality monitoring and the rating of the respective agents the ASC solution INSPIRATION_{pro} is at the supervisors disposal. By help of individual, on the requirements of cc energie created evaluation templates the calls can be analyzed and reviewed fast, independently of the location and with consistent point of views.



Afterwards, INSPIRATION^{pro} generates reports on the respective agents, groups of agents or on several campaigns.

It is also possible to record the screen activities of respective agents for training courses to improve quality. Even here, the goal is to handle customer requests still faster and better.

With INSPIRATION^{pro} reports it is possible to ensure an effective evaluation and quality assurance as well as to improve the process efficiency and the end customer satisfaction steadily.

About ASC

ASC, headquartered in Hoesbach, Germany, is a leading global provider of integrated communications recording and quality monitoring solutions for contact centers, financial institutions, and public safety and government organizations. With more than 40 years experience in the communications industry, ASC has over 20,000 installations in more than 60 countries.

Focused on quality, liability and risk management, ASC's communications recording solutions preserve, evaluate and analyze all customer interactions by telephone (including VoIP), fax, e-mail, web chat/browsing and desktop computer activity in both traditional and web-based environments.

ASC's quality monitoring solutions improve the performance of contact center agents and the entire customer experience. The browser-based products are easy to access, use and deploy, and increase productivity and customer loyalty while decreasing staff turnover and security risks.

With subsidiary companies in the United States, United Kingdom, France, Switzerland, Hong Kong and Singapore, and selected distribution partners, ASC integrates with leading providers including Alcatel, Avaya, Cisco, Mitel, NEC, NextiraOne, Nortel, Siemens and T-Systems, allowing customers to easily implement ASC solutions in almost every environment.

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