



**BLENDED  
CALL CENTERS  
PERFORM  
BETTER.**

ADVANTAGE #6: VIRTUALLY ELIMINATE AGENT IDLE TIME.

ChaseData 

KEY BENEFIT: IMPROVE LABOR COST EFFICIENCY.

# REDUCE AGENT IDLE TIMES AND ENJOY A SIGNIFICANT BOOST PROFITABILITY.

**Idle agents they are not contributing to your call center's success.** Idle agents are not engaged with customers which drive up your labor/payroll costs significantly. Keep agents talking by blending outbound campaigns with inbound calls using ChaseData's platform. Blending delivers much better return on your cross-training and payroll investments.

REAL-WORLD  
BLENDED  
CALL CENTER  
APPLICATIONS

*Overflow calls*

*Cold call fill-ins*

*After hours call  
back campaigns*

*Auto-call backs*

*Up-sells campaigns*

*QA and research  
campaigns*

## CONTROL THE FLOW OF CONVERSATION IN YOUR CALL CENTER TO BOOST AGENT PRODUCTIVITY

Your managers are easily able to prioritize and blend outbound and inbound calls flows with a few clicks of the mouse. Then skills based routing connects the call to the appropriate agent with no manual direction from the the manager. Your agents simply receive relevant screen pops and access to the third-party tools they need based on the caller's requirements.

**CONTACT OUR TEAM AND  
"GET YOUR UNFAIR ADVANTAGE TODAY."**

TEL  
EMAIL

**1 (888) 739-8218**

[info@chasedatacorp.com](mailto:info@chasedatacorp.com)