

Call Center Improvement Plan

Spring Semester, 2009

Implement Effort consists of three changes

1. Microsoft Instant Messaging has been implemented to reduce call volume.
2. Personnel have been trained to cut down on “small talk” during busy periods
3. Better Filtering
 - a. Send calls regarding Ft. Valley to Admissions
 - b. Some calls were for admissions; redefined abandoned calls to reflect length of recording which redirects to admissions.