

Quality Call Center Support Requires Quality Technicians

Technicians are the most important assets to any call center. If insufficient time and money are not spent on an organization's selection, hiring, and training, the long-term effects of a high turnover rate will cost the company in the end.

ISPn uses a strategy of hiring quality candidates who have a high likelihood to stay on the job. This process involves the use of much discretion according to experience and goals when reviewing resumes. Once interviews have taken place and the right candidates are selected, the training process involves two steps before a tech is qualified to meet the level of quality ISPn expects from him or her:

1. Forty to fifty hours of in-depth training where new technicians learn and understand the details of each of our clients' customized support needs. Within these hours, technician trainees troubleshoot live simulated calls and are assessed upon performance.

2. Once technicians are at a level of comfort to answer calls live, they are placed on a small probationary period, in which the call center management continually monitors them. After this period, if the technician feels comfortable, he/she is given the Level 1 technician title and handles calls for all of ISPn's clients.



While these two basic steps are vital to the initial training of new technicians, ISPn maintains a high level of monitoring and teaching for all levels of technicians. In addition, ISPn's management staff remains in constant communication with its clients, guaranteeing quick adjustments or changes to the support requirements.

To learn more of our rigorous training program or ISPn's high quality services, please contact sales@ispn.net or 800.253.7222.

ISPn'S UPCOMING TRADE SHOW SCHEDULE:

- **WTA Fall Convention & Showcase**
Dallas, TX
September 12-15, 2004
- **Nevada Telephone Assoc. Annual Conv.**
Reno, NV
September 21-22, 2004
- **NECA Annual Convention**
Las Vegas, NV
October 4-7, 2004
- **USTA Telecom '04**
Las Vegas, NV
October 10-12, 2004
- **Midwest Telecom Expo**
Fort Wayne, IN
October 18-19, 2004
- **MATSS**
Kansas City, MO
October 18-19, 2004
- **ITA Fall Showcase**
Des Moines, IA
October 25-26, 2004

ISPn is interested in your feedback. For suggestions or to submit an article, please email Lana Moaveni at iana@ispn.net.



Happy Halloween!!!



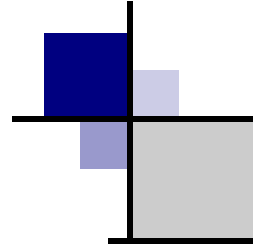


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Help Desk Best Practice Snapshot (courtesy HDAA)

The following are a list of statistics regarding call center help desk support recently published by HDAA:

1. Average First Call Resolution rate: 65%
2. Average Length of first level support calls: 5 min. 12 sec
3. Average length of first level support call prior to escalation to second level: 8.6 mins.
4. Average abandon call rate: 5.58%
5. Average of Helpdesk problems resolved by phone: 69%
6. Average cost of support per incident: \$25.00
7. Password resets and printer problems combine to make up 20% of all service requests.

Does your level of support measure up to the average? Call ISPN today to see how we can exceed these standards, while maintaining a cost-effective solution for your Internet end-users.