

Is Your Call Center Optimized?

Call Center Assessment by RTS

Utilizing Benchmark Portal, the industry leading call center benchmarking practice, we can show you how your solution compares to the industry!

Have you ever wanted to:

- > establish your call center as a company asset
- > evaluate your call center's effectiveness
- > evaluate your call center's efficiency and performance
- > compare your call center to the industry
- > identify your call center's areas of opportunity

RTS has teamed up with Purdue University and Benchmark Portal, the first and most respected call center evaluation and certification organization, to help our clients arrive at answers to all of the above question for their inbound customer service call centers.

Why work with RTS?

RTS has been delivering contact center solutions for almost twenty years. We are one of Avaya's largest partners with platinum level certifications as both a reseller and a DevConnect partner. We know call centers inside and the impact to the business inside and out.

Why Benchmark Portal?

Similarly, Purdue University's call center study has over fifteen years of track record with over 500 participating companies; with Benchmark Portal being the company trusted by the univeristy to deliver this to business across all industries and verticals.

What will you get from the study?

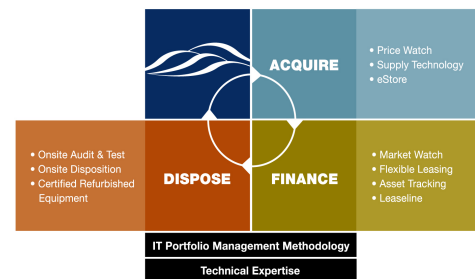
Fully documented, insdustry standard, inbound call center evaluation of your solution with actionable recomendations.

Want to learn more?

Contact your RTS representative to see how we can help you take your call center to the next level.

Visit us at www.rts.com
or call

614-431-4334 and ask for the
call center assessment.



About RTS

Relational Technology Solutions (RTS) is a premier independent technology and financial solutions provider dedicated to helping its clients solve business challenges with an integrated suite of solutions for technology acquisition, finance and disposition. Founded in 1990, the company now manages nearly \$1 billion in assets for Fortune 2000 and mid-market companies across all industries.