

# Client Services

Summer 2007

## Web portal provides clients with greater account access

NOVO I, Inc has created a web portal that gives clients complete access to their NOVO I account features such as call monitoring tools and file uploading. Clients with the portal can listen to calls and view message summaries from the past six months. In addition, detailed call statistics, such as the time it takes to answer a call and how long a caller was placed on hold, are available in easily accessible reports. This information can be reviewed from any location with internet capabilities at any time.

For our order entry clients who need to track and update inventory, new orders and changes can be uploaded on a regular basis throughout the day. These changes are available in real time!

## Frequently contacted people at NOVO 1

Judy Baksic, x6451  
Unit President

Debbie Urlickson, x6455  
Programmer

Sherry Barth, x6453  
Training Supervisor

Thea Reeves, x6454  
Account Manager

Sue Ojeda, x6450  
1st Shift Supervisor

Diane Kamke, x6450  
3rd Shift Supervisor

Tracy Tonn, x6450  
Training/Quality Assurance  
Assistant & Weekend  
Supervisor

Renee Klosinski, x6450  
Employee Incentive  
Program Coordinator &  
Weekend Supervisor

Cara Bohmann, x6450  
Weekend & Evening  
Supervisor

Jessica Fuchs, x6450  
Weekend & Evening  
Supervisor

Call Number:  Show Abandons?  No

Start: 19 Jun 2007 12:00 am

End: 29 Jun 2007 11:59 pm View Print

	Date	Account	Duration	Time to Answer	Talk	Hold	Patch	Cleanup
✉	06/19/07 11:58am	480	0 m	0 s	0 m	0 m	0 m	0 m
✉	06/19/07 12:00pm	480	0.29 m	4 s	0.22 m	0 m	0 m	0 m
✉	06/21/07 11:59am	480	0.02 m	1 s	0 m	0 m	0 m	0 m
✉	06/21/07 11:59am	480	0.04 m	2 s	0 m	0 m	0 m	0 m
✉	06/21/07 12:14pm	480	0.54 m	12 s	0.27 m	0 m	0 m	0.03 m
✉	06/21/07 12:46pm	480	0.04 m	2 s	0 m	0 m	0 m	0 m
✉	06/21/07 12:47pm	480	0.16 m	1 s	0.12 m	0 m	0 m	0.02 m
✉	06/21/07 12:49pm	480	1.62 m	9 s	1.41 m	0 m	0 m	0.05 m

Click on the envelope icon to view the text of the message.

Or, click on the speaker icon to listen to the actual call.

The portal is web-based, meaning no additional hardware or software is needed. In addition, it is secure socket layer (SSL) encrypted, requiring our clients to log in using secure password verification and ensuring all customer data is protected. For more information, or to find out how you can add this feature to your account with us, contact Thea Reeves at (262) 827-6454.

## Technology reduces operator error, saves clients money

Over the past six months, NOVO I has been upgrading its telemessaging system, the Infinity Intelligent Series (I.S.), in an effort to make our services more reliable for our customers and easier to use for our operators. Since the system's upgrades, operator errors have been significantly reduced and new operator training takes up to 50% less time. In addition, message ticket fields ensure operators are asking for the information you want from callers. Other features found in the latest version of I.S. include:

- Phone number and credit card number validation
- Spelling error identification
- Automatic name capitalization
- Automatic city and state fill-ins via postal code entries

These features speed up the ticket entry process, reducing the time operators talk to callers and saving you money! For more information about this new technology, contact Thea Reeves at (262) 827-6454.

Intelligent Message

Never give out employees last names!

First John Last

A value is required

**Operators can't create new messages without completing all required fields**



Answering Services  
The Art and Science of Customer Loyalty

20825 Swenson Drive  
Waukesha, WI 53186

Phone: (262) 827-6450  
Fax: (262) 827-6459

## For call in ease use your DIDs

Clients calling NOVO I to retrieve messages should call the DID number assigned to their accounts. This is because calls to the DID number are recorded, and can later be listened to for verification or documentation purposes.

If you don't know your DID number, you can contact the standing supervisor at (262) 827-6450.

## Standards we meet and exceed

### Average time to answer

Goal: 18 seconds

Actual: 6 seconds\*

### Calls put on hold

Goal: 20% or less

Actual: 18.9%\*

\*As of June 2007

[www.novo1.com](http://www.novo1.com)

## New positions at NOVO 1 help ensure clients come first

NOVO I has been named three times to the Metropolitan Milwaukee Association of Commerce Future 50 fast growth companies, and has been a two-time recipient in the Deloitte firm's recognition awards program for being among the top 75 privately-held companies in Wisconsin.

What does this mean to you? It means that NOVO I keeps our customers happy. And, we want to continue to keep you happy! To help us do this, we have recently created three new positions, listed below, designed to increase client satisfaction, operator accountability and employee recognition for operators who exceed performance standards.

- Thea Reeves, Account Manager (262) 827-6454
- Tracy Tonn, Training and Quality Assurance Assistant (262) 827-6450
- Renee Klosinski, Employee Incentive Program Coordinator (262) 827-6450

## NOVO 1 special client referral offer

Refer a new customer to us, and when they become a client, you'll receive a credit on your invoice in the amount of:

**\$25.00—Voice Mail client \$50.00—Live Agent client \$100.00—Order Entry client**

Client referral cards will be included in upcoming invoices. However, you can mail, fax or e-mail any new referrals before that time to:

Judy Baksic, President, NOVO I Answering Services

20825 Swenson Drive

Waukesha, WI 53186

Fax: (262) 827-6459

E-mail: [jbaksic@novo1.com](mailto:jbaksic@novo1.com)

## Friendly client reminders

1. A Client Satisfaction survey was included with your July invoices. If you haven't done so already, please mail back your responses. If you misplaced your survey, you can fax back this page with your completed responses to (262) 827-6459.

### Account Name and Number:

Are your phones answered promptly?	YES	NO
Are correct answer phrases being used?	YES	NO
Are the operators courteous and articulate?	YES	NO
Are messages complete and accurate?	YES	NO
Are your account directions followed?	YES	NO
Are messages called out/paged out promptly and accurately?	YES	NO
Are our supervisors accessible?	YES	NO
Are our supervisors courteous, helpful and well-informed?	YES	NO
Is your account information updated promptly?	YES	NO
Would you recommend us?	YES	NO

2. To ensure account instructions are followed correctly, we are asking clients to fax (262) 827-6459 or e-mail ([treeves@novo1.com](mailto:treeves@novo1.com)) account changes to us, including new phone numbers and new call out procedures. This request applies to any permanent (major and minor) or temporary changes. Please contact Thea Reeves with any questions at (262) 827-6454.