

# Proven ROI

IntelliSource customers can expect to experience measurable returns on investment, such as those shown in a recent ROI analysis performed at an IntelliSource customer's call center:



## Total Average Handling Time

**6.93** MINUTES

Prior to the IntelliSource Streamline Customer Service application

**5.97** MINUTES

After the IntelliSource Streamline Customer Service application

**=57** SECONDS SAVED



57 saved seconds x  
101,000 calls per month

**= 5,757,000**

SECONDS SAVED



5,757,000 saved  
seconds x \$.0075\*

**= \$43,178**

SAVED PER MONTH

\* With actual phone costs at approximately \$.0075 for every second per call (cost estimate provided by the client).

**\$518,130** SAVED PER YEAR

Additional ROI was achieved through a significant decrease in system training time for Customer Service Representatives. (From 2.5 weeks down to 1.5 days – an 85% reduction).

