

Selection Criteria		ACS Comments
<b>Call Center Capability</b>	Ability to support integrated customer management	<ul style="list-style-type: none"> <li>- Annual call volume approx. 19,000</li> <li>- Capacity = 5 FTEs</li> <li>- Turnover rate = 25%</li> <li>- Call center problems are tracked through customized Access database</li> <li>- Unable to resolve many customer inquiries from schools (e.g., account reconciliation, EDEExpress software inquiries, suspicion of school fraud)</li> <li>- Lack of established escalation procedures for system failures</li> <li>- Time of system availability vs. non-availability is not tracked</li> </ul>

Selection Criteria		AFSA Comments
<b>Call Center Capability</b>	Ability to support integrated customer management	- Turnover rate = 15% in HQ (30% in Utica, Bakersfield)

Selection Criteria		EDS Comments
<b>Call Center Capability</b>	Ability to support integrated customer management	<ul style="list-style-type: none"> <li>- Annual call volume approx. 234,000 inbound</li> <li>- Capacity = approx. 30 FTEs</li> <li>- Turnover rate = 10-11%</li> <li>- Performance target = 98.63% call completion</li> <li>- Top CSRs are given larger schools (e.g., Long Island University) and more challenging cases - they are responsible for managing the relationship</li> </ul>

Selection Criteria		Total Systems Comments
<b>Call Center Capability</b>	Ability to support integrated customer management	<ul style="list-style-type: none"> <li>- Capacity = 1,000 call center seats (650 in TSYS)</li> <li>- Turnover rate = 18-20%</li> <li>- Performance targets = 80% calls answered in 20 sec. 5% call abandon rate</li> <li>- Operators are cross-trained on multiple products and companies</li> </ul>