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## New Look and Software Improvements for Many Processes Makes Call Center Scheduler™ easier to use *Reap Return Within Months, Sometimes Within Weeks*

**Little Rock, AR (October 29, 2004)** – Call Center Scheduler’s new version makes scheduling software a no-brainer for companies with small to medium-sized call centers that until now couldn’t justify the investment.

“We improved many of the processes and made scheduling even easier for our customers” says Wayne Shaw, President and CEO for Call Center Associates, Inc., adding that “The best part is that all customers on the Call Center Scheduler support plan get these upgrades included.”

Call Center Scheduler™ v. 4.3.0 is generally available to the U.S. marketplace. This latest version includes new features that enable call centers to create priority shifts without sacrificing business goals. With the Call Center Scheduler scheduling wizard, clients can incorporate priority shifts and rules-based shifts to produce the most cost-effective staffing mix and schedules. Other enhancements include improved historical data collection, developing historical trend, and forecasting features. A typical system costs \$15,000.

### **About Call Center Scheduler**

Headquartered in Little Rock, Arkansas, Call Center Scheduler was formed in January 2001, to provide solutions and services that maximize the primary asset of the call center – it’s people. The two founders average 25 plus years of customer contact center operations and technical experience. Call Center Scheduler offers scheduling software and workforce management outsourcing and consulting services. Clients include Southwest Airlines, Valor Telecom, and as well as many others. For more information about Call Center Scheduler visit [www.callcenterscheduler.com](http://www.callcenterscheduler.com) or phone 1-501-860-7411.

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